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Objectives of this survey were to: (1) examine existing library conditions, (2) develop library service standards, (3) prepare a long-range plan for library service, and (4) estimate program costs and suggest means for implementing the plan. Survey methods included interviews with library staff and trustees, school personnel, and county and planning officials; questionnaires sent to public library agencies, schools, special and academic libraries, and social and community agencies; a user survey; visits to all public library agencies; and a review of all reports of the Toledo Regional Plan for Action. After examining present and projected characteristics of the community, the public library response to community information needs, and resources available through other library agencies in the county, it is concluded that public library resources exceed minimum standards and the principal challenge is to secure improved utilization of available resources. Recommendations for improved use of public library resources involve: consolidation of the three public libraries into a single system, discontinuing service to schools, greater use of interlibrary loans, formation of an Information Services Council, and developing all plans in light of the Ohio Library Development Plan. Other recommendations are made for facilities, collections, personnel, and enlarging the scope of services. Appendixes include the study questionnaires and an analysis of the user survey. (JB)

PUBLIC LIBRARY SERVICE IN LUCAS COUNTY, OHIO:

An Evaluation with Recommendations

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PUBLIC LIBRARY SERVICE IN LUCAS COUNTY, OHIO:

An Evaluation with Recommendations

by

Nelson Associates, Inc.

December 1968

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December 30, 1968

Mr. Thomas H. Anderson, Chairman
Tri-Library Committee
Lucas County, Ohio

Dear Mr. Anderson:

We are pleased to submit herewith a report on public library service in Lucas County which includes both a review of the present facilities and resources of the county's three public libraries as well as our recommendations for the development of library service in the county in the years ahead.

A substantial part of the data on which this study was based came from interviews with, and questionnaires completed by, the directors and a number of the staff of each of the three Lucas County libraries--the Lucas County Public Library, Sylvania Public Library and Toledo Public Library. We are most grateful for the cooperation and guidance all these individuals so willingly provided. In addition, we would like to acknowledge the valuable assistance we received from the trustees of the three libraries, school officials in the county, members of social and community agencies, businessmen, planners, and special and academic librarians whom we contacted during the course of this study. Our work was aided immeasurably by the pleasant associations we had with these members of the Lucas County community.

Mr. F. William Summers, Florida State Librarian, acted as consultant to us in developing a future program of public library service for Lucas County. We are indebted to him for his help with the preparation of that section of the final report, as well as for his advice on other aspects of our investigations.

We would be happy to discuss the details of this report with you at any time and to assist you in any way possible in working toward the full implementation of the recommendations contained herein.

Very truly yours,

Nelson Associates, Inc.

NELSON ASSOCIATES, INC.

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Chapter I

INTRODUCTION

This study was undertaken at the request of the boards of trustees of the three public libraries in Lucas County, Ohio--Lucas County Public Library (LCPL), Sylvania Public Library (SPL) and Toledo Public Library (TPL)--for the purpose of developing a comprehensive, long-range plan for library service in the county that would reflect the social and economic changes forecast for the area.

OBJECTIVES

Our survey of public library service in Lucas County had four principal objectives, as follows:

1) Inventory Survey and Analysis: To provide a complete picture of existing conditions in the county, and of present and future needs for library service, in order to establish the basis for the preparation of a plan of action.

2) Development of Library Service Standards: To determine the desirable levels of library service in terms of the specific needs of the county's present and future population. These standards differ for urban, fringe and rural areas and must be adapted to the physical, economic and social conditions in Lucas County.

3) Preparation of Library Plan and Recommendations: To produce a comprehensive, long-range plan for library service in the county with specific recommendations for program priorities, the size and location of physical facilities, organization structure and operations. This plan should be formulated in keeping with the development policies of the Toledo-Lucas County Planning Commission and based on population projections to 1985.

4) Implementation: To estimate the cost of the various recommendations advanced and to suggest sound means for translating the proposed plan into reality, including the establishment of a permanent mechanism for continually updating and expanding library service in Lucas County.

SCOPE AND METHODS

Several limitations of scope were explicitly recognized at the outset. In the first place, the survey was not to include a detailed examination of the internal organization and operation of the three public libraries and their various service outlets. These matters were to be investigated only to the extent that they directly affect the calibre of services the libraries are able to provide. Secondly, the libraries' patterns of financial support were to be reviewed only insofar as they might be altered by recommendations for structural changes in the organization of the three institutions. Thirdly, the feasibility of developing a program for centralized ordering, cataloging and/or physical preparation was to be analyzed in gross terms and was not to be studied in detail. Finally, this survey was in no way to be conceived of as an evaluation of the past performance of individual staff members in any of the three libraries.

The following survey methods were employed during the course of the study:

- interviews with members of the three libraries' boards of trustees and staffs;
- visits to each of the libraries' agencies and extension operations;
- questionnaires to each of the libraries' agencies asking about resources and facilities;
- a "user survey" of every person visiting the main library of SPL and all the outlets of TPL and LCPL for six days over a five-week period;
- questionnaires to all public and Catholic schools in Lucas County inquiring about library facilities, as well as interviews with personnel from each school district and members of the Toledo Board of Education;
- questionnaires to 25 special and academic libraries in the county followed by interviews with persons from 21 of these institutions;
- questionnaires to social and community agencies in the county regarding their use of public libraries;
- interviews with planning and urban renewal officials, as well as business and industrial representatives, concerning the county's growth;
- review of all published TRAPA reports;

- interviews with county officials; and
- review of planning studies for other libraries.

REPORT FORMAT

The remainder of this report is divided into four chapters and several supporting appendixes. Chapter II presents a profile of the present and projected characteristics of the community served by the three public libraries in Lucas County. Chapter III discusses the public libraries' "response" to the information needs of this community, while Chapter IV reviews the resources available through other library agencies in the county. The recommended plan for the future development of public library service in Lucas County is detailed in Chapter V. The appendixes contain materials or data which support various sections of the main text.

Chapter II

COMMUNITY PROFILE

Evaluations of available library service in a particular locale must be made in light of the actual patterns of living in that community. Characteristics such as the economy and the size, age distribution and education level of the population all play an important role in determining the nature and level of library service that ought to be provided. This chapter describes present conditions in Lucas County in order to establish the setting in which current library service has been assessed. Special attention is given to those features that serve to distinguish Lucas County from other communities, since these may underscore special needs for library service in the area. In order to determine how, and to what extent, Lucas County differs from other localities, certain socio-economic measures for the county have been compared with averages for the U.S. metropolitan areas, the state and the nation. Projections for future years are discussed at the end of the chapter.[1]

POLITICAL DIVISIONS IN LUCAS COUNTY

Lucas County is located in northwestern Ohio at the western end of Lake Erie. The City of Toledo is the largest political division in the county in terms of both population and land area. In 1965, 81% of the county's estimated population resided within Toledo (390,959 persons) and 25% of the county's total area was within the City's limits. In addition to Toledo, the county presently includes three other cities, six villages and ten townships.

Over the past decade, political boundaries within the county have changed markedly. Between 1960 and 1965, the City of Toledo annexed most of Adams and Washington Townships as well as portions of Sylvania and

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[1] Data for this report have been taken from the 1963 Annual Survey of Manufactures, Department of Commerce, Bureau of the Census; Sales Management: Survey of Buying Power, June 1966; U.S. Census of Population: 1960; Department of Commerce, Bureau of the Census; and the following publications prepared for the Toledo Regional Plan for Action: Byron E. Emery and John L. Mason: Business Research Center, College of Business Administration, University of Toledo, A Survey of Economic Activity in the Toledo Regional Area, 1965; Byron E. Emery, Thomas A. Klein and John L. Mason: Business Research Center, College of Business Administration, University of Toledo, A Survey of Population Change in the Toledo Regional Area and Projections to 1970 and to 1985, 1965; Parkins, Rogers & Associates, Inc., A Study of Public Facilities for the Toledo Regional Area, 1967; and Toledo-Lucas County Plan Commissions, Regional Population Distribution for the Toledo Regional Area, 1966.

Springfield Townships, thus nearly doubling in land area and increasing the city's population by approximately 76,000 persons. During the same period, the City of Maumee annexed parts of Monclova and Springfield Townships.

Although this study is limited to Lucas County, it is evident that for many purposes the county boundaries do not define the natural limits of the community. In 1963, the U.S. Bureau of the Census enlarged the Toledo Standard Metropolitan Statistical Area to include not only Lucas County, as before, but also all of both Wood County, Ohio and Monroe County, Michigan. The Toledo Regional Area Plan for Action, begun in 1964, set up as its study area all of Lucas County and parts of both Wood and Monroe counties. Furthermore, the Toledo Retail Trading Zone of the Audit Bureau of Circulations includes 12 counties in Ohio and two in Michigan.

ECONOMY

The economy of Lucas County is largely industrial in character. About one-third of the persons employed in the county hold jobs in manufacturing, with automotive industries being of greatest importance. In addition, the county's position as a major rail, trucking and shipping center and as the dominant trade center in northwestern Ohio significantly affects the character of the local economy.

Our analysis of the economy of Lucas County includes its labor force, the pattern of employment in the county as represented by the number of jobs within different industrial categories, the economic stability of the area, and the income of the county's residents.

Labor Force

The civilian labor force of an area, as defined by the U.S. Bureau of the Census, is composed of the area's male and female population, 14 years old and older, who are not in the armed forces and are considered available for employment. Those excluded from the computation of the labor force are classified as "Inmate of Institution," "Enrolled in School," "Other, Under 65 Years Old" (predominantly women), and "Other, 65 Years Old and Older." In 1960, the civilian labor force of Lucas County represented 39.3% of the county's population. Comparable statistics for the state, nation and U.S. metropolitan areas were 38.2%, 38.0% and 39.5% respectively.

In March 1968, 3% of the county's civilian labor force was unemployed, compared to 3.6% nationwide. The present unemployment rate indicates improvement in the county's economy since 1960 when 6.5% of the labor force was unemployed. Unemployment that year for the state was 5.5%; for the nation, 5.1%; and for the metropolitan areas, 5.0%.

Employment by Industrial Groupings

The figures for employed county residents do not correspond on a one-to-one basis with jobs held in the county. For one thing, there are some persons who hold two jobs. More important, though, is the interchange of workers across county lines. The 1960 Census showed that 19.8% of Monroe County's labor force and 23.8% of Wood County's labor force held jobs in Lucas County. At the same time, less than 10% of Lucas County's labor force was employed in areas outside the county. The following discussion deals with the jobs held within the county, regardless of the place of residence of the worker.

In 1963 (the last year for which these figures were reported for the county) there were 157,300 nonagricultural wage and salary jobs in Lucas County.[2] As shown in Table II-1, 28.9% of these jobs were in durable goods manufacturing; 22.1% in wholesale and retail trade; 14.7% in service and miscellaneous; 9.9% in government; 8.6% in nondurable goods manufacturing; 7.9% in transportation and utilities; and 7.8% in all other employment.[3] Durable goods manufacturing, which accounts for over one-quarter of all jobs in Lucas County and is considered to be the economic base of the area, has been of primary importance in the county's economy for almost ninety years.

An economic study prepared in 1965 for the Toledo Regional Area Plan for Action compared the distribution of the county's employment among the various industrial categories with that for the nation. The study showed that between 1950 and 1963 the county had from roughly one-half to three-quarters more jobs in durable goods manufacturing than the national average. Within the category of durable goods, the stone, clay and glass industrial grouping employed more than twice as many workers as the average for the nation and the transportation equipment industry employed about three times as many. Employment in petroleum and coal (a nondurable goods manufacturing industry) was more than three times that of the nation, and employment in transportation (a nonmanufacturing industry) was from about a quarter to a third more than the national average. Three other nonmanufacturing industries--wholesale trade, retail trade, and service and miscellaneous--had a slightly greater share of the workers in the county than prevails in the nation. Other industrial groupings (nondurable goods manufacturing except for petroleum and coal; mining and quarrying; contract construction; communication and utilities; finance, insurance and real estate; and, government) employed a smaller proportion of workers over these 14 years than did the nation.

Economic Stability of County

The concentration of the county's employment in durable goods manufacturing has created a certain degree of economic instability in the area. Durable goods manufacturing is more vulnerable than most other industries to slumps in the national economy. Thus, local employment was

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[2] Virtually all of the county's employed residents work in nonagricultural industries. The 1960 U.S. Census reported that only 1% of all those employed had agricultural jobs (1,670) persons).

[3] All other employment includes mining and quarrying; contract contruction; and finance, insurance and real estate.

Table II-1

NONAGRICULTURAL EMPLOYMENT
LUCAS COUNTY, OHIO
1963

Industry Group		Number of Persons Employed
Mining		200
Contract Construction		6,300
Durable Goods Manufacturing	45,400	
Non Durable Goods Manufacturing	13,600	
All Manufacturing		59,000
Transportation and Public Utilities		12,400
Wholesale Trade		9,500
Retail Trade		25,300
Finance, Insurance and Real Estate		5,800
Service and Miscellaneous		23,200
Government		15,500
Total Nonagricultural Employment		157,300

sharply affected by the depression of the 1930's and the recessions of 1957-58 and 1960-61. During the depression, manufacturing job losses in Toledo were about 20% more than the average for the nation. At the time of the 1957-58 recession, total nonagricultural wage and salary employment in the county decreased by 20,000 jobs; between 1960 and 1961, total employment dropped by 5,000 jobs. In both these recession periods, over half the loss was accounted for by decreases in durable goods employment. In marked contrast to the fluctuations for durable goods, most other employment activities remained fairly stable or actually increased over the period of the two recessions.

Family and Household Income

An advantage of the current economic structure is that it supports a relatively well paid and skilled labor force, thereby permitting a comparatively high standard of living in the county. This is evidenced by the fact that in 1959, the median family income in Lucas County was $6,533, compared with $6,324 for the metropolitan areas of the country, $6,171 for Ohio and $5,660 for the United States as a whole. A more recent gauge of the relative wealth of the county's residents is provided by data on personal disposable income; i.e., the money persons have available for spending. In 1965, personal disposable income in Lucas County amounted to $8,408 per household. Comparable figures for the state and the nation were $8,195 and $7,989, respectively.

POPULATION

The 1960 U.S. Census reported that a total of 456,931 persons lived in Lucas County in 1960. In a population study prepared in 1965 for the Toledo Regional Area Plan for Action, the 1965 population of the county was estimated to be 480,211 persons and the 1970 population was projected at 499,700.[4] A straight-line projection between these two years yields an estimated population of approximately 492,000 persons for 1968, which is an increase of about 8% over the 1960 census figures.

In the TRAPA population study, the political units within the county were classified according to three categories which broadly described their land use characteristics as of 1964: urban, suburban and rural areas. Table II-2 shows the political units assigned to each of these three categories, and also their 1960 and estimated 1965, 1968 and 1970 populations. As indicated earlier, the county's urban area has the greatest share of the population; however, this share is decreasing and is expected to continue to decrease as the population in the county moves outward from Toledo. In 1960, the urban area had 83.8% of the county's

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[4] These estimates are somewhat higher than two others prepared for Lucas County. A study released by the Ohio Development Department in 1968 estimates the population of the county at 488,206 persons as of July 1, 1967 and gives three estimates for 1970: a low one of 481,100 persons, a medium estimate of 492,300 persons and a high estimate of 502,600. In February 1968, the Toledo Edison Company estimated the July 1, 1967 population of Lucas County at 483,000 persons and projected the county's 1970 population at 494,000 persons.

Table II-2

POPULATION OF POLITICAL SUBDIVISIONS
LUCAS COUNTY

1960, 1965, 1968, 1970

	1960	1965	1968	1970
Urban				
Toledo	379,133	390,959	NA	395,500
Ottawa Hills	3,870	3,940	NA	4,200
Total	383,003	394,899	397,800	399,700
Suburban				
Sylvania (inc. Sylvania City)	20,282	23,580	NA	27,500
Springfield (inc. Holland)	8,636	9,869	NA	12,100
Waterville (inc. Waterville and Whitehouse)	4,449	5,485	NA	6,700
Monclova	2,728	2,445	NA	3,300
Maumee	12,063	15,084	NA	18,100
Oregon	13,319	15,017	NA	17,400
Harbor View	273	219	NA	200
Total	61,750	71,699	79,900	85,300
Rural				
Jerusalem	3,319	4,345	NA	4,600
Swanton	2,961	3,245	NA	3,600
Spencer-Harding	3,106	2,899	NA	3,100
Providence	1,587	1,619	NA	1,700
Richfield	1,205	1,505	NA	1,700
Total	12,178	13,613	14,300	14,700
GRAND TOTAL	456,931	480,211	492,000	499,700

population; the suburban area had 13.5%; and the rural area had 2.7%. In 1968, the urban area's share of the population is estimated to have decreased to 80.9% while the suburban and rural areas increased to 16.2% and 2.9% respectively.[5] In the eight years from 1960 to 1968, the greatest rate of growth, an estimated 29.4%, occurred in the suburban area compared with 17.4% for the rural area and only 3.9% for the urban area.

The population study for TRAPA contains estimates for selected characteristics (i.e., race, age distribution, occupation, etc.) of the 1965 estimated population and the 1970 projected population of the Toledo Regional Area.[6] The population residing in Lucas County is the major part of this larger area's population, accounting for 88.8% of the Area's population in 1960 and 86.0% of the projected population for 1970. For the present report, the population characteristics for Lucas County were compared with those for the Toledo Regional Area for 1960. Wherever there was no significant difference between the figures for the county and for the region in 1960, and also no reason to believe that any differences had occurred in the ensuing years, the 1965 and 1970 estimates given in the TRAPA report for the population of the Toledo Regional Area have been used to provide estimates for the population characteristics in the county itself.

Age Distribution by Sex

Table II-3 shows the age distribution of the 1960 and estimated 1968 populations of Lucas County. In 1960, females accounted for 51.2% of the population. In the U.S. metropolitan areas, the state of Ohio and the United States as a whole, females represented about the same proportion of the population--51.1%, 50.9% and 50.7% respectively. In Lucas County, as in the three other areas, females outnumbered males in all age groups except the 0-4 and 5-14 categories. The biggest discrepancy in the various age distributions by sex occurred in the 65+ category where the percentage of females in Lucas County was 55.7%; in the metropolitan areas, 56.2%; in Ohio, 54.9%; and in the United States, 54.7%.

In 1960, Lucas County's population was somewhat older than that of other areas. The median age in the county was 31.1, compared with 29.5 for both Ohio and the United States and 30.3 for the metropolitan areas of the nation. A comparison of age distributions shows that the proportion of the population in the 15 to 24 age group was smaller for Lucas County, than for the three other regions. (11.8% for Lucas County, compared to 12.9% for Ohio, 13.4% for the nation and 13.0% for metropolitan areas), while in the age groups beyond 45 the county's share of the population was greater (Lucas County - 31.1%, Ohio - 28.7%, the United States - 29.3%, and the metropolitan areas - 29.0%). The proportions in the other age categories were more similar for all four areas.

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[5] For 1960, the population in the portions of Sylvania and Springfield Townships that were later annexed by Toledo were counted in the suburban area; for 1965 and 1970 the populations in these areas were counted in the urban area.

[6] As reported earlier, the Toledo Regional Area covers Lucas County and parts of Wood County, Ohio and Monroe County, Michigan.

Table II-3

AGE DISTRIBUTION OF LUCAS COUNTY POPULATION

1960 and 1968

Age Group	1960	1968 (estimate)
0-4	11.6%	10%
5-14	19.6	20-21
15-24	11.8	14-16
25-34	12.4	10-12
35-44	13.5	11-12
45-54	11.8	12
55-64	9.5	9
65 and older	9.8	11
Total	100.0%	100.0%

According to the population report prepared for TRAPA, between 1960 and 1968 the greatest changes in the age distributions in the county's population occurred in the 15-24 age group, which moved from the fifth largest category in 1960 to the second largest in 1968. An increase was also estimated for the proportion of persons 65 and older, from 9.8% in 1960 to about 11% in 1968. The most noticeable decrease was for the 35-44 age group--from 13.5% of the population in 1960 to between 11% and 12% in 1968.

In 1968, females still account for a larger percentage (about 52%) of the total population than males and continue to outnumber males in all but the two youngest age categories. In the 65 and older age group, females were estimated to have increased from 55.7% in 1960 to about 58% in 1968.

Age Distribution by Urban and Non-Urban Areas

The population study prepared for TRAPA estimated the age distributions of persons living in both the urban and non-urban areas of the Toledo Regional Area in 1965 and 1970. These estimates show that the population in the urban area is older than in the non-urban area. For 1968, from 12 to 13% of the urban population is estimated to be 65 years old or older, while only 8% of the non-urban population falls into this oldest age group. Furthermore, the urban area is estimated to have a smaller proportion of its population in the 0-24 category (43-44%) than the non-urban area (49-51%).

Race

In 1960, 9.5% of Lucas County's population was non-white, with almost all (99%) of the non-white persons classified as Negro. In that same year, the proportions of Negroes in the state, the metropolitan areas of the nation, and the nation as a whole were 8.1%, 10.8% and 10.5%, respectively. About 95% of the non-white persons in Lucas County in 1960 lived in the urban area where they constituted 11% of the population.

The estimates in the TRAPA population report indicate that about 11% or 12% of the county's population in 1968 is non-white, and that over 90% of these non-white persons resides in the urban area. Their proportion of the urban population is estimated to have increased slightly--from 11% in 1960 to 13% in 1968.

Foreign Stock

Foreign stock, as defined by the U.S. Bureau of the Census, are people born in a foreign country plus those born in the United States with one or both parents of foreign origin. In Lucas County in 1960, 85,170 persons, or 18.6% of the population, were of foreign stock. The number of foreign stock in all the metropolitan areas of the United States in 1960 accounted for 23.4% of their combined populations. In addition, foreign stock represented 19.0% of the population in the United States in 1960 and 15.4% of the population in Ohio.

Lucas County's foreign stock in 1960 was one-quarter foreign born and three-quarters native born with foreign or mixed parentage. Of the foreign born, 21.2% were from Poland and 17.5% were from Germany, together accounting for about 40% of all foreign born. Of those native born with foreign or mixed parentage, half were of either German or Polish descent. The proportion of foreign stock of German ancestry in Lucas County's total population in 1960 was almost two times the national average and the proportion of those of Polish ancestry was over two and a half times the average for the United States as a whole. People of Hungarian ancestry in Lucas County in 1960 accounted for 7.3% of all foreign born and 5.7% of the native born with foreign or mixed parentage. This proportion of the population in the county is more than three and a half times the national average.

The countries of origin of Lucas County's foreign stock are shown in Table II-4.

Table II-4

COUNTRIES OF ORIGIN OF FOREIGN STOCK
IN LUCAS COUNTY

1960

Country of Origin	Foreign Born	Native of Foreign or Mixed Parentage	Total (Foreign Stock)
Germany	3,392	18,051	21,443
Poland	4,095	15,252	19,347
Canada	2,020	4,920	6,940
Hungary	1,416	3,731	5,147
England	1,152	3,309	4,461
Italy	804	2,179	2,983
U.S.S.R.	652	1,926	2,578
Ireland	357	2,133	2,490
Mexico	478	1,750	2,228
All Others	4,975	12,578	17,553
Total	19,341	65,829	85,170

In 1960, 76.6% of the foreign stock in Lucas County resided in the City of Toledo.

Occupations of Employed Population

In 1960, a total of 167,955 Lucas County residents was employed. Of these, 20% were professional or managerial workers, 23% were clerical or sales workers, 35% were craftsmen or operatives, and 21% were in other occupational groups. The most significant differences in the county's pattern of employment from that reported for Ohio or the United States were: (1) the somewhat greater proportions of "other" workers in both Ohio (23.8%) and the United States (26.9%) than in Lucas County (21.4%), reflecting mainly the greater proportions of farm workers in the two larger areas; and (2) the smaller proportion of craftsmen and operatives in the nation (31.9%) than in the county (35.4%).

Based on estimates in the TRAPA report, the proportion of the population employed in professional or managerial jobs in 1968 is estimated to have increased from the 1960 level (from 19.9% to 22%) and the proportion employed as craftsmen or operatives to have decreased (from 35.4% to 33%), reflecting shifts in industrial employment as a result of increased automation.

Data for 1960 and 1968 are presented in Table II-5.

Education Level

In 1960, the median number of school years completed by adults 25 years old and older was 10.7 for Lucas County, 10.6 for the United States, 10.9 for Ohio, and 11.1 for the metropolitan areas. The percentage of the population over 24 years old that had completed at least four years of high school was 40.9% for Lucas County, 41.1% for the nation, 41.9% for the state, and 44.2% for the metropolitan areas of the country.

EDUCATION

Education is the prime concern of a major segment of a community's population. In 1968, about 25% of the residents of Lucas County was enrolled in elementary and secondary school. In addition, an estimated 1% to 2% of the population was enrolled in grades beyond the twelfth.

There are at present 29 public junior and senior high schools and 99 public elementary schools in Lucas County. Over half of the 128 schools--13 of the high schools and 64 of the elementary schools--are located in the Toledo school district. In 1968, there were about 96,000 students enrolled in the public elementary and secondary schools in Lucas County.

In addition to the public schools, there are a total of 59 non-public elementary and secondary schools in the county. All but one of these is a religiously affiliated school and, of the 58 parochial schools,

Table II-5

OCCUPATIONS OF EMPLOYED POPULATION
LUCAS COUNTY
1960 and 1968

	1960		1968
	Number	%	%
Professional, Technical and Kindred Workers	18,958	11.3%	NA
Managers, Officials and Proprietors, except Farm	14,500	8.6	NA
Professional and Managerial Workers	33,458	19.9	22
Clerical and Kindred Workers	26,155	15.6	NA
Sales Workers	12,995	7.7	NA
Clerical and Sales Workers	39,150	23.3	24
Craftsmen, Foremen and Kindred Workers	24,856	14.8	NA
Operatives and Kindred Workers	34,575	20.6	NA
Craftsmen and Operatives	59,431	35.4	33
Farmers and Farm Managers	652	0.4	NA
Private Household Workers	3,394	2.0	NA
Service Workers, except Private Household	15,291	9.1	NA
Farm Laborers and Farm Foremen	597	0.4	NA
Laborers, except Farm and Mine	7,588	4.5	NA
Occupation Not Reported	8,394	5.0	NA
All Other Employment	35,916	21.4	21
Total	167,955	100.0%	100.0%

52 are Catholic. Total enrollment in the Catholic schools in the 1967-68 school year was about 26,000. Nine of the 59 non-public schools are high schools and 50 are elementary schools.

The largest institution of higher education in the county is the University of Toledo, which is a state university with six colleges, a community and technical college and a graduate school. Enrollment in the university was approximately 10,000 in 1968. Other schools of higher education include Mary Manse College, a four-year school for women with about 1,500 students in 1968; Lourdes Junior College (120 students); and a number of business and nursing schools. A new school--the Medical College of Ohio at Toledo--will be opened in Fall 1969.

RECREATIONAL AND CULTURAL INTERESTS

Recreational and cultural interests are becoming increasingly important in our society. As the amount of leisure time available to the average citizen increases, the amount of time and money devoted to recreational and cultural activities also increases.

A report prepared for TRAPA on public facilities included a 1967 inventory of existing open spaces and public recreation facilities in the Toledo Regional Area which showed that in that year there were 7,945.6 acres of land in Lucas County devoted to public recreation. Of this total, 7.8% were playfields or playgrounds on school sites, 4.5% were other playfields or playgrounds, 21.9% were major parks, and 65.8% were regional parks. One-third of this total area is located in the City of Toledo.

The recreational inventory also reported 2,100 acres of land in the county as major private and semi-public recreation facilities. These included the Boy Scout camp, the CYO Field operated by the Toledo Diocese, four yacht clubs, seven golf courses, seven country or recreation clubs, and the recreation areas of five local industries.

Listed among the cultural facilities of the county, in addition to its public libraries, are the Toledo Museum of Art, with its concert hall, auditorium and lecture hall; Toledo Zoological Gardens, including the Museum of Science, indoor theater and amphitheater; the facilities of both the University of Toledo and Mary Manse College; the Jewish Community Center of Toledo; Ottawa Park Amphitheater; Repertoire Little Theater; Village Theater; and the Toledo Sports Arena. All of these facilities are located in the City of Toledo. In addition, Toledo has a civic orchestra, opera association and ballet company.

An attitudes and preferences survey conducted recently for TRAPA asked a sample of residents in the Toledo Regional Area which of a number of different facilities--mainly cultural and recreational--they had visited in the past year. In response, 76.8% of the people said that they had visited downtown Toledo, 42.4% had been to the Toledo Zoological Gardens, 38.5% had visited the Lucas County Recreation Center and 35.6%

had been to the Sports Arena. The percentages of those reporting that they had visited the other facilities on the survey list are as follows:

Oak Openings Park	23.3%
Ottawa Park	20.9
University of Toledo	19.7
Walbridge Park	19.5
Toledo Museum of Art	19.1
Bay View Park	12.9
Toledo Public Library (Main)	12.5
Secor Park	10.0
Jermain Park	3.3

PRESENT VS. FUTURE CONDITIONS IN THE COUNTY

The community of Lucas County does not appear to differ greatly from averages for other areas in the United States. For some characteristics--such as the occupational pattern of its residents, its slightly older population, and its higher family income--it more closely resembles just the metropolitan areas of the nation. However, the county is more like the nation as a whole in its lower proportions of non-white and foreign stock in the population and the education level of its citizens.

The 1968 population of the county is estimated at 492,000 persons. By 1970, the population is expected to be 499,700, an increase of 9.4% over the 1960 count; and the TRAPA forecast for 1985 represents a further increase of 11.2%--to 555,800 persons. (In comparison, Lucas County's population increased 14.9% between 1940 and 1950 and 15.5% from 1950 to 1960.) Suburban areas in the county are filling in and future population increases are expected to occur mainly in these locations, with areas in the southern part of the county showing the greatest potential for growth. The proportion of the county's population that resides in suburban areas is expected to increase from 16.2% in 1968 to 21.8% in 1985. In addition, an increase is also forecast for the rural area, from 2.9% of the population in 1968 to 3.2% in 1985. Over this same period, the urban area's share of the population, which is 80.9% in 1968, is estimated to decrease to 75.0% by 1985.

Between 1960 and 1968, the greatest increases are estimated to have occurred in the 15 to 24 and the 65 and older age groups. From 1968 to 1985, the greatest increases are forecast for the two age groups of 25 to 34 (from 10-12% of the population in 1968 to 14% in 1985) and 65 and over (from 11% of all Lucas County residents to 13%).

In 1968, the population of the urban area tends to be older than that of the suburban and rural areas and this trend is expected to continue through 1985. In addition, the population of the urban area will continue to include most of the county's non-white residents. Non-white persons are forecast to represent 15% of the population in 1985 compared to 11 or 12% in 1968.

Most of the county's employed residents work in the county where about 37% of the jobs are in manufacturing. Unemployment has been high at times because the kind of industries that are located in the county are particularly hard hit by economic recessions. Nonagricultural wage and salary employment, which increased 8.0% between 1950 and 1960, is forecast in the TRAPA report to increase 5.6% over the 1960-70 period and 17.5% from 1970 to 1985. Manufacturing jobs are expected to represent a slightly smaller share (36.5%) of all nonagricultural employment in 1985.

The proportion of people working as craftsmen and operatives is declining, and the proportion employed as professionals and managers is increasing, as automation in manufacturing industries increases. By 1985, professionals and managers are expected to increase to 26% of all those employed, compared to 22% in 1968; while craftsmen and operatives, who represent 33% of employed residents in 1968, are estimated to decrease to 27%.

Chapter III

PUBLIC LIBRARY PROFILE

This chapter presents information on the three public libraries in Lucas County that are presently serving the community described in Chapter II. The extent to which these libraries meet the needs of the area can be determined, in some measure, by examining the facilities and resources they make available to the public. For this reason, data on buildings, collections, personnel and budgets are discussed. In addition, some indication of the present effectiveness of the libraries in the county can be obtained from an analysis of actual community use of the facilities.

EXISTING PUBLIC LIBRARY FACILITIES AND RESOURCES

Wherever applicable, data on the facilities and resources of the three public libraries have been compared with standards of the American Library Association as well as standards presented in the TRAPA report on library facilities. The two larger libraries--LCPL and TPL--have been measured against the ALA standards for systems, which apply to service areas with a minimum of 150,000 persons, while SPL has been compared with the ALA interim standards for small public libraries.[1]

The standards in the TRAPA report are concerned with the floor space and book stock of "regional libraries," "urban branch libraries," and "suburban or community libraries," as defined in that document. Since the TRAPA report proposed that the main libraries of SPL and LCPL be developed as regional libraries, these facilities are compared in this text with those particular standards, whereas the branches of TPL and LCPL are measured against the suggested standards for urban branch libraries and suburban libraries, respectively.[2]

Clearly, the assessment of the facilities and resources of the public libraries in Lucas County in terms of ALA and/or TRAPA standards presents certain difficulties, most of which are related to the generally acknowledged limitations of library standards as barometers of quality library service.

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[1] This is in keeping with state practice. The Ohio State Plan for LSCA Title II states that "Until standards for library service in Ohio are adopted the current published standards of the American Library Association will be used. Libraries serving a population of less than 50,000 in their legal service area must meet the Interim Standards for Small Public Libraries (ALA, 1962)."

[2] Although, in this report, agencies are measured against the lower end of the range for TRAPA standards, these standards should probably be interpreted at the higher end of the range.

In the first place, the available library standards encourage rigid, and somewhat artificial, interpretations of a library's worth. There is always the temptation to conclude that a library that meets standards is a "good" one, while one that doesn't is a "poor" one (or at least that it is not as good as one that does meet standards) when, in fact, such a total judgment cannot be reliably made on the basis of the standards currently in use. The available standards apply to certain conditions that can be measured quantitatively, such as numbers of volumes held and numbers of personnel on the payroll. Several important components of quality library service, including staff attitude and the relevance of programs and collections to the community being served, cannot be easily measured in numerical terms, however. Thus, although the application of ALA standards in this report would appear to indicate that SPL is, by and large, a better library than LCPL, this conclusion cannot withstand the test of in-person observation.

Another drawback to the use of standards is related to the fact that they are based on a particular concept of what a public library, or library system, should be. Yet, an individual library may, for valid reasons, deviate somewhat from this norm. Established standards, then, are not totally relevant. LCPL, for example, has chosen to play a role somewhat different from the traditional one prescribed for a library system. LCPL has built its collection in the knowledge that another public library in the county had a collection of considerable depth, and that there were three college libraries in the area (now having a total of between 300,000 and 400,000 volumes). It has, in effect, operated as if it were part of a larger system and has not attempted to create a completely self-sufficient operation.

Finally, it should be noted that not all librarians are in agreement as to the validity of ALA standards. TRAPA standards might be similarly criticized if they were reviewed by a larger professional audience.

So long as these shortcomings to the use of standards for measurements of quality are understood, standards may be valuably employed to identify probably strengths and/or weaknesses in a particular library's facilities and resources, as well as to isolate significant differences in the prevailing conditions among libraries. It is in this spirit that they have been employed in this report.

Finance and Organization

The three libraries are financed by funds collected in the county from the intagible personal property tax and allocated to them by the county budget commission.[3] For the 1968 year, 90.4% of the estimated proceeds from the tax--$2,060,000--was allocated to the libraries.[4] Of this amount, 77.5% went to TPL; 18.4% to LCPL; and 4.1% to SPL.

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[3] In addition, a small portion of the three libraries' budgets is financed by funds from other sources (mainly overdue book fines). For 1969, these other sources are expected to provide 3.2% of LCPL's requested budget, 3.3% of SPL's and 4.3% of TPL's.

TPL and SPL were organized as school district libraries; LCPL is a county district library. The board of trustees of a school district library is composed of seven members who are appointed by the board of education. The board of trustees of a county district library also has seven members, four of whom are appointed by the county commissioners and three by the judges of the common pleas court. As a result of the change in 1966 of LCPL from a county library to a county district library, the service areas of the SPL and TPL no longer follow the boundaries of their respective school districts. The new status of LCPL permanently established its service area as all of Lucas County except for the school districts of Sylvania and Toledo, as then delineated. Subsequent additions to these two school districts do not affect the service areas of the two libraries.

The service areas of the three libraries are shown on Plate III-1. The estimated population of these three areas for 1965 through 1968 is as follows:

Table III-1

ESTIMATED POPULATION OF SERVICE AREAS
OF PUBLIC LIBRARIES
1965-1968*

	1965	1966	1967	1968
LCPL	145,000	147,300	149,600	152,000
SPL	26,400	27,300	28,100	29,000
TPL	308,800	309,500	310,300	311,000
	480,200	484,100	488,000	492,000

* 1965 population from Table 4, "1965 Population Distribution by Statistical Unit and Census Tract," Toledo-Lucas County Plan Commissions, Regional Population Distribution for the Toledo Regional Area, 1966. Population estimates for 1966-68 from Table 1, "TRAPA Population Projections," in the same report.

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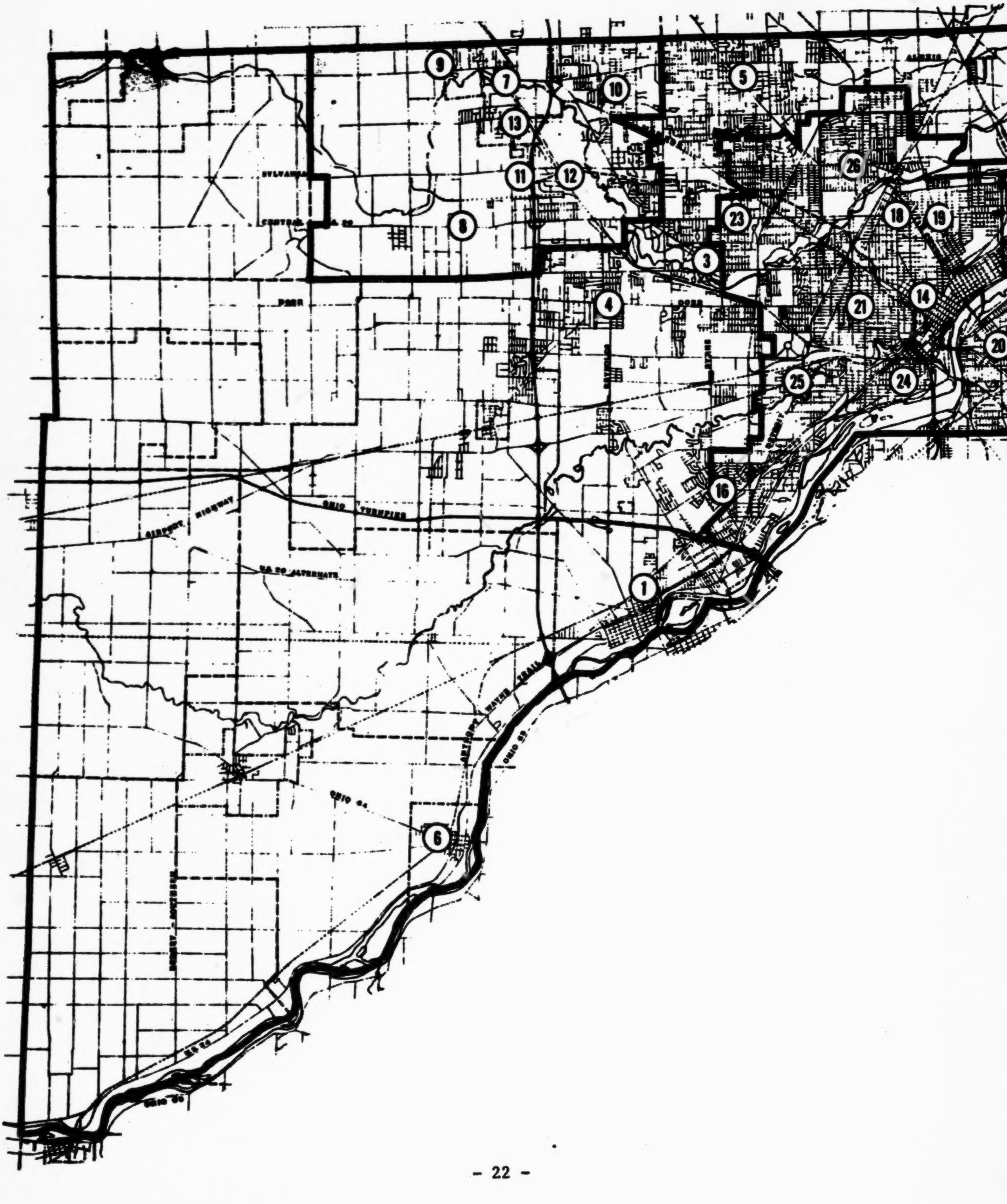
[4] Funds not allocated to the libraries are distributed among the political subdivisions from which they were collected.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SYLVANIA
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OHIO 25
OHIO 64
US 24
OHIO 65

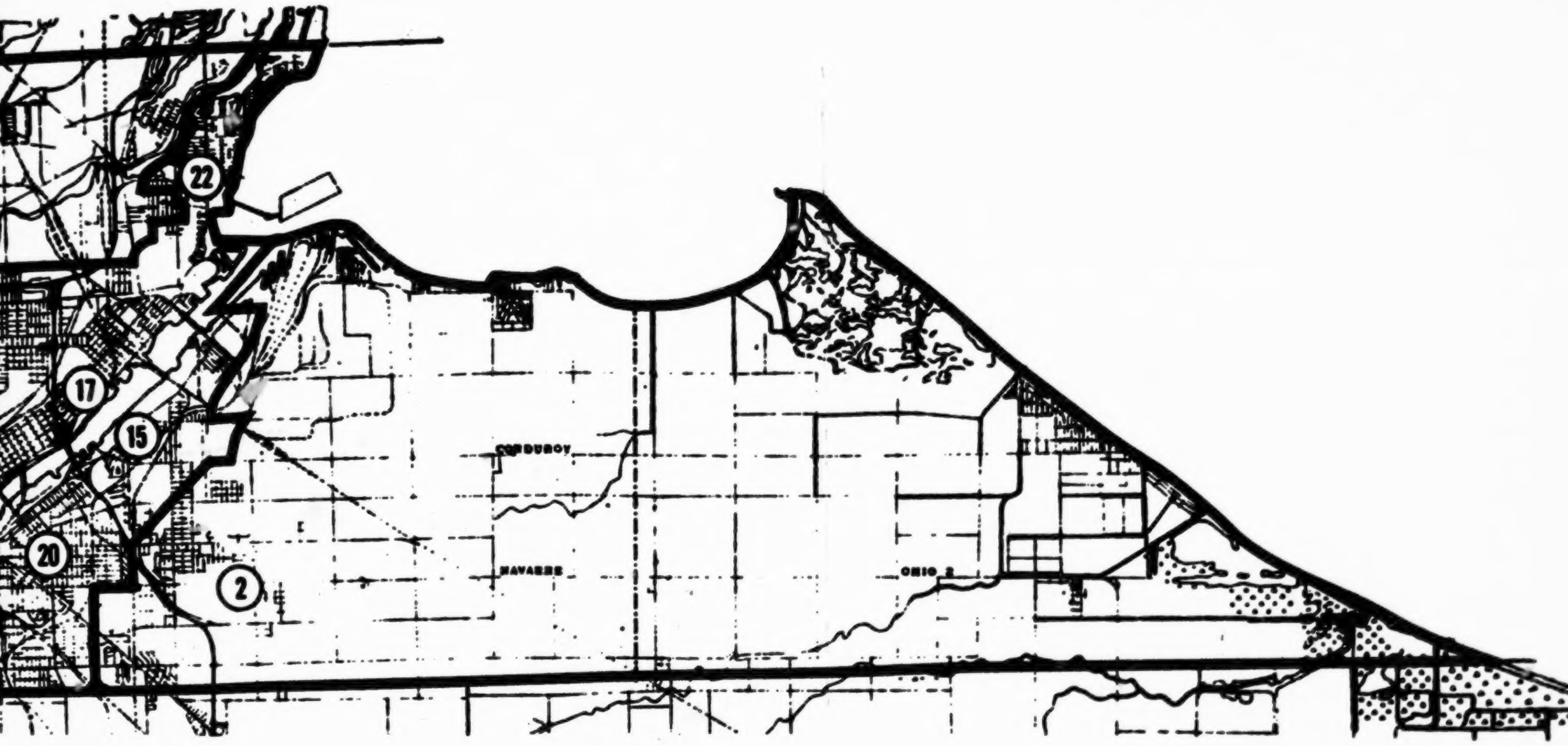

Plate III-1

PUBLIC LIBRARIES IN LUCAS COUNTY

Legend:

1 - Main, LCPL
2 - Oregon, LCPL
3 - Ottawa Hills, LCPL
4 - Reynolds Corners, LCPL
5 - Washington, LCPL
6 - Waterville, LCPL
7 - Main, SPL
8 - Central School, SPL
9 - Highland School, SPL
10 - Hillview School, SPL
11 - McCord Junior High School, SPL
12 - Stranahan School, SPL
13 - Sylvan School, SPL
14 - Main, TPL
15 - Birmingham, TPL
16 - Heatherdowns, TPL
17 - Jermain, TPL
18 - Kent, TPL
19 - LaGrange Central, TPL
20 - Locke, TPL
21 - Mott, TPL
22 - Point Place, TPL
23 - Sanger, TPL
24 - South, TPL
25 - Toledo Heights, TPL
26 - West Toledo, TPL

As shown here, 63.2% of Lucas County's estimated 1968 population is in TPL's service area, 30.9% in LCPL's service area, and 5.9% in SPL's.

Physical Facilities

The main library of TPL is located in downtown Toledo and 12 branches are located throughout the city--Birmingham, Frances Jermain, Heatherdowns, Kent, LaGrange-Central, Locke, Mott, Point Place, Sanger, South, Toledo Heights and West Toledo. LCPL, with its headquarters in Maumee, has five branches--Oregon, Ottawa Hills, Reynolds Corners, Washington, and Waterville. SPL operates branches in five elementary schools and one junior high school.[5] The location of these libraries is shown in Plate III-1.

This section on physical facilities describes the age of the library buildings, their service areas, the floor space and reader seats available in each, and the hours that these facilities are open to the public. In addition, there is a discussion of the bookmobile service that is provided in the county.

Age of Library Buildings. TPL, established in 1838, began a branch expansion program with a Carnegie grant in 1917, and four branches--Jermain, Kent, Locke and Mott--were built that year. The newest branch of the library--Heatherdowns--was opened in the spring of 1968.[6] All of the TPL agencies are housed in library buildings. The present quarters of the main library was built in 1939.

LCPL was started in 1918 at the present site of its headquarters building in Maumee. Over the past 50 years, additions to this building have increased it to about six times its original size. At first, branches of LCPL were operated in schools. However, this program was eventually phased out and, at present, only one of LCPL's five branches (Ottawa Hills) is in a school building. The first community branch to be opened, at Reynolds Corners in 1958, is located in a rented store. The three other existing branches are housed in library buildings.

Sylvania School District withdrew from the county system in 1926. The main library was moved to its present site in a new library building in 1958.

Table III-2 below shows the number of library buildings that were built in Lucas County during each decade since 1910. This tabulation does not include library agencies housed in school buildings (six of SPL's and one of LCPL's) or the LCPL branch that is housed in a store. As shown here, ten of the 18 public library buildings in Lucas County were built before 1940, while the remaining eight were built after 1950.

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[5] SPL also has books on deposit at another junior high school.

[6] Data presented in this report for 1967 or earlier, therefore, do not include statistics on Heatherdowns.

The greater age of TPL's community branch program is evident from these figures.

Table III-2

AGE OF LIBRARY BUILDINGS
PUBLIC LIBRARIES
1968

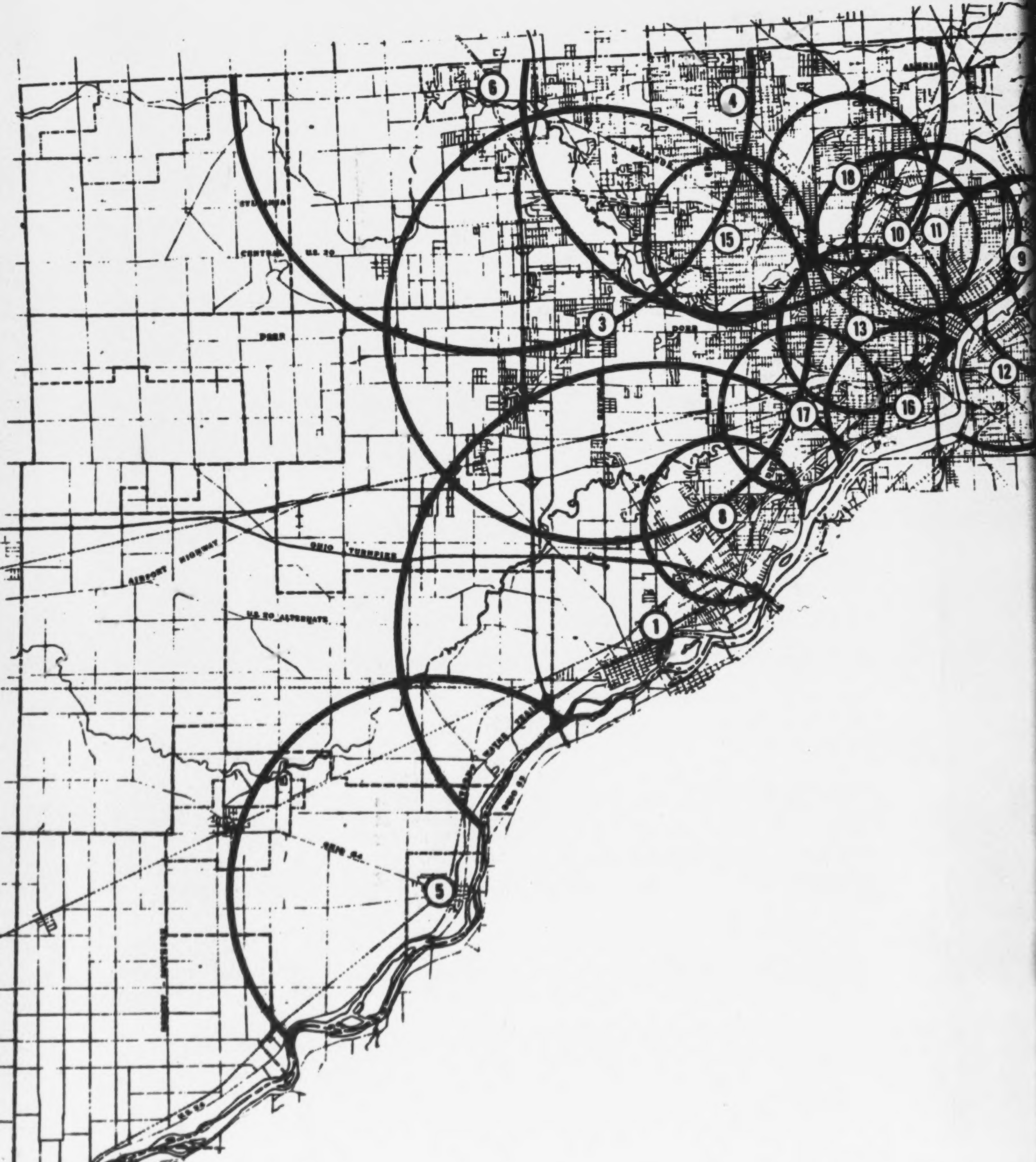
Library	Year Built 1910-19	1920-29	1930-39	1940-49	1950-59	1960-68
LCPL	0	0	0	0	1*	3
SPL	0	0	0	0	1	0
TPL	5	1	4	0	1	2
Total	5	1	4	0	3	5

* This represents the headquarters building at Maumee, 60% of which was built since 1953-54.

Service Areas of Library Buildings. The TRAPA report on library facilities recommends that a regional library serve the area within a radius of four to five miles; an urban branch library, a radius of one to one and one half miles; and a suburban library, a radius of three to four miles. Plate III-2 shows these service areas--drawn at the higher end of the range--for LCPL headquarters and SPL main (regional libraries), the 12 TPL branches (urban branch libraries) and Oregon, Reynolds Corners, Washington and Waterville branches of LCPL (surburban libraries). In order to compare the recommended service areas for the LCPL and TPL branches with the areas actually served at present, librarians were asked to outline the general area from which the different branches draw borrowers. These service areas are shown on Plate III-3. (Heatherdowns, built in Spring 1968, and Ottawa Hills, located in a school, are not included.)

Floor Space. In 1967, the three public libraries had a total of 312,789 square feet of floor space. (This includes all five branches of LCPL and the six branches of SPL.) As indicated in Table III-3, TPL had 83.0%, LCPL had 12.2% and SPL had 4.8% of this total square footage in 1967.

When related to the population of the service area, LCPL had 0.3 square feet per capita, SPL had 0.5 square feet, and TPL had 0.8.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CENTRAL U.S. 20
DORR
AIRPORT HIGHWAY
OHIO TURNPIKE
U.S. 20 ALTERNATE
OHIO 2
U.S. 25
OHIO 65

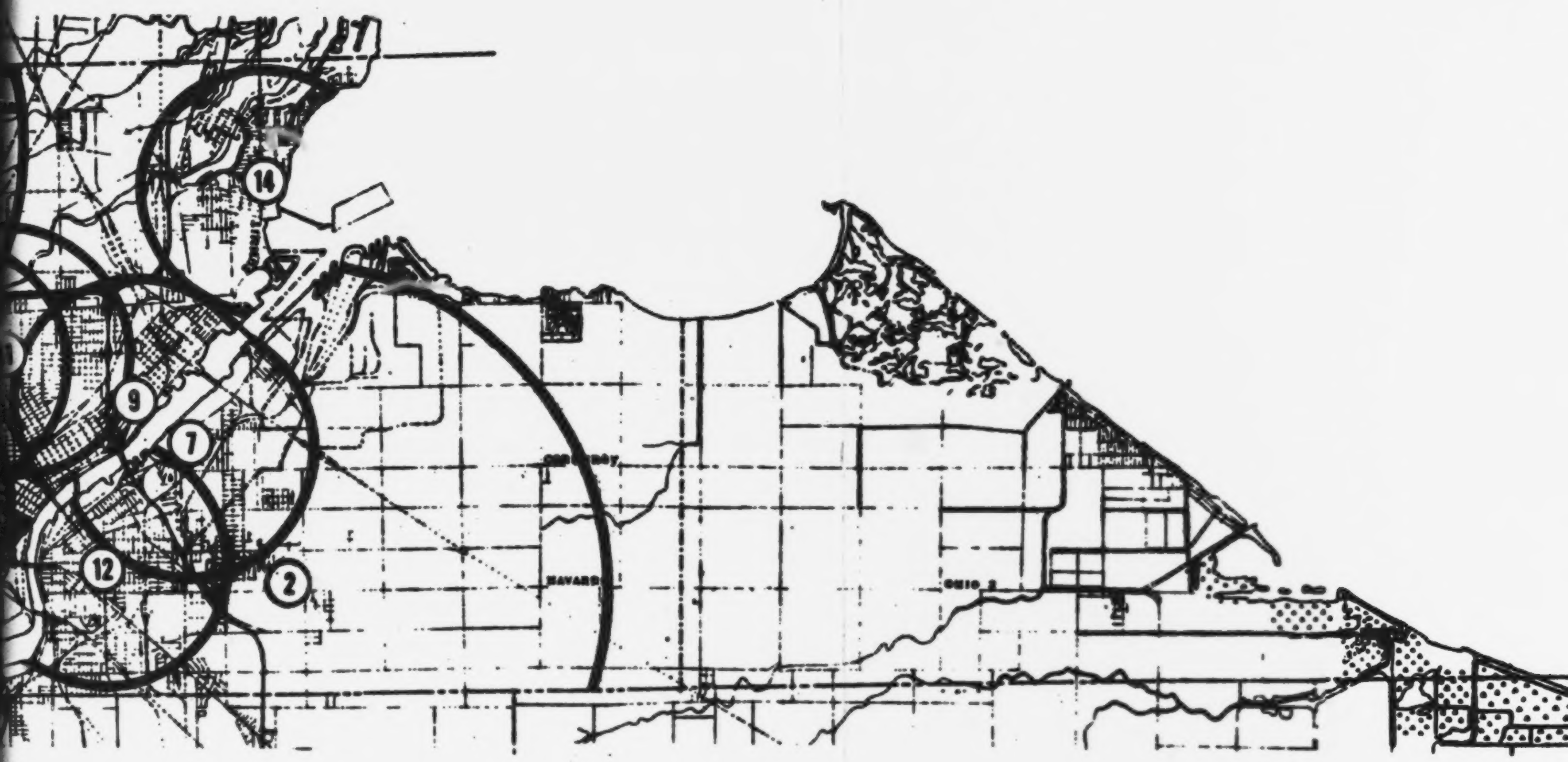
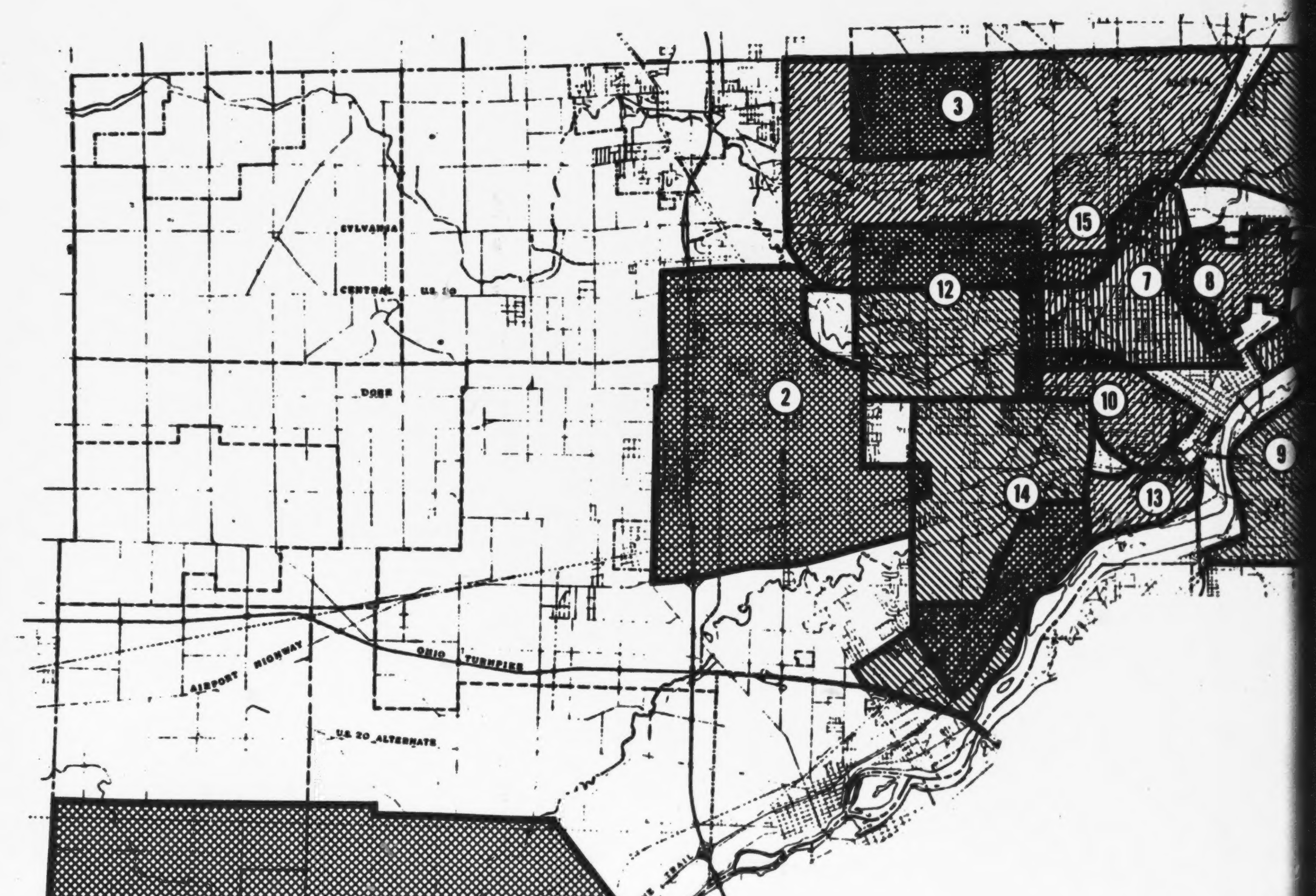


Plate III-2

SERVICE AREAS OF LUCAS COUNTY PUBLIC LIBRARIES
ACCORDING TO TRAPA STANDARDS

Legend:

1 - Main, LCPL
2 - Oregon, LCPL
3 - Reynolds Corners, LCPL
4 - Washington, LCPL
5 - Waterville, LCPL
6 - Main, SPL
7 - Birmingham, TPL
8 - Heatherdowns, TPL
9 - Jermain, TPL
10 - Kent, TPL
11 - LaGrange-Central, TPL
12 - Locke, TPL
13 - Mott, TPL
14 - Point Place, TPL
15 - Sanger, TPL
16 - South, TPL
17 - Toledo Heights, TPL
18 - West Toledo, TPL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US 20 ALTERNATE
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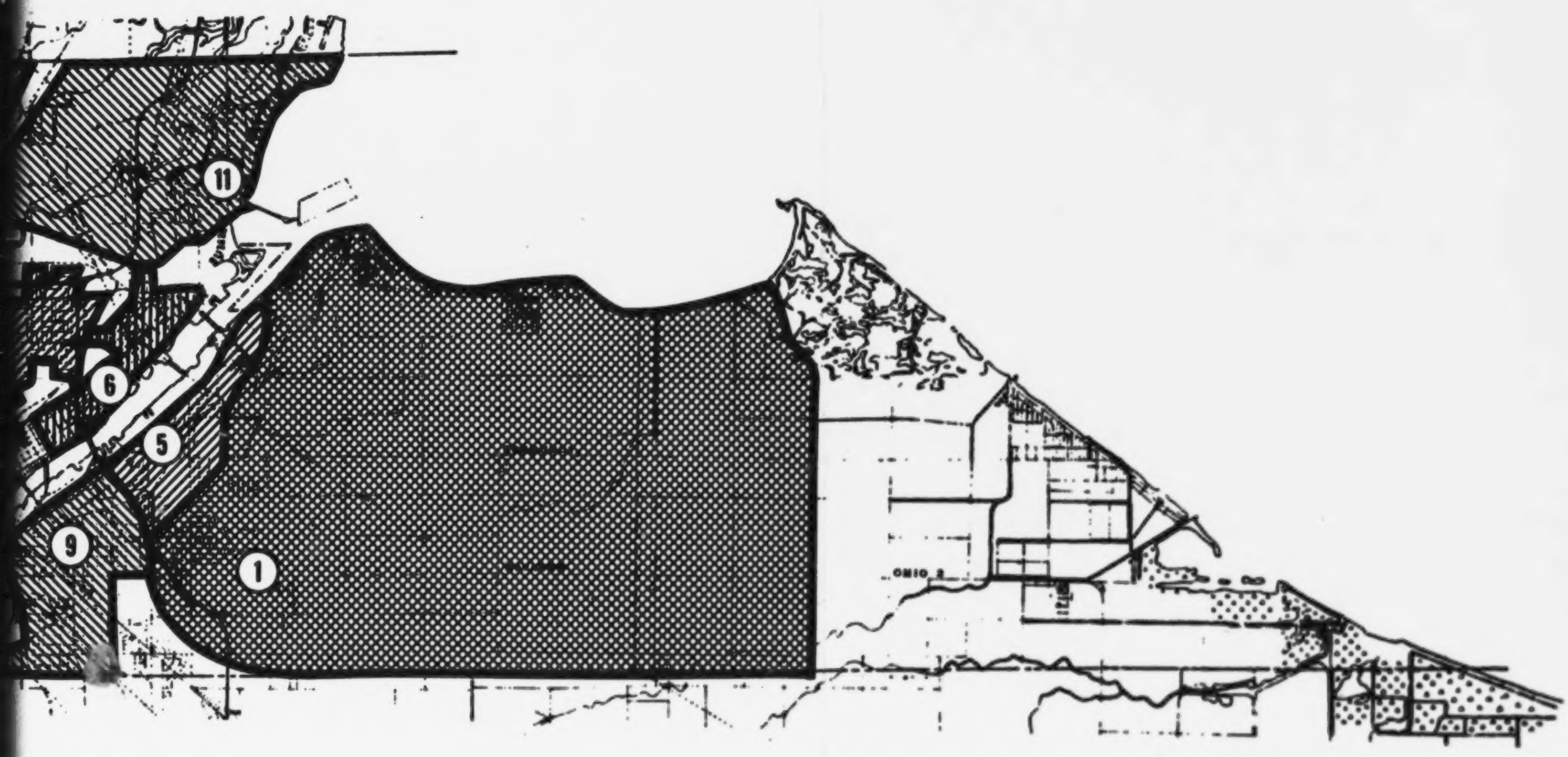

Plate III-3

SERVICE AREAS OF LCPL AND TPL BRANCHES

Legend:

1 - Oregon, LCPL
2 - Reynolds Corners, LCPL
3 - Washington, LCPL
4 - Waterville, LCPL
5 - Birmingham, TPL
6 - Jermain, TPL
7 - Kent, TPL
8 - LaGrange-Central, TPL
9 - Locke, TPL
10 - Mott, TPL
11 - Point Place, TPL
12 - Sanger, TPL
13 - South, TPL
14 - Toledo Heights, TPL
15 - West Toledo, TPL

Table III-3

SQUARE FEET OF FLOOR SPACE IN PUBLIC LIBRARIES
1967

Library	Main Building	Branches: Total	Branches: Average Per Branch	All Buildings: Total	All Buildings: Per Capita
LCPL	22,512	15,803	3,161	38,315	0.3
SPL	8,200	6,814	1,136	15,014	0.5
TPL	180,180	79,280	7,207	259,460	0.8
Total	210,892	101,897	4,632	312,789	0.6

For each of the three libraries, most of the floor space is at the main library. The proportion of the library's floor space represented by the main building is 54.6% for SPL, 58.8% for LCPL, and 69.4% for TPL. TPL's main building, which is about eight times the size of the next largest building--LCPL's headquarters--accounted for 57.6% of the total number of square feet devoted to public library facilities in Lucas County in 1967.

Branches at TPL are larger than at the other two libraries. One of TPL's branches--West Toledo--is more than twice the size of the next largest branch in the TPL system. However, even when this branch is excluded, the average size per branch at TPL is 6,132 square feet compared with 3,161 for LCPL and 1,136 for SPL. In 1967, the square footage of branches at TPL ranged from 4,421 for Sanger[7] to 17,961 for West Toledo; at LCPL, from 1,235 for Ottawa Hills to 5,140 for Washington; and at SPL, from 756 at Central Elementary School to 1,907 at McCord Junior High School.

The ALA standard for small public libraries states that libraries serving from 25,000 to 50,000 persons should have 15,000 square feet of floor space or 0.6 square foot per capita, whichever is greater. The square footage of SPL's main library does not meet this standard.

The TRAPA report recommended that regional libraries have from 20,000 to 30,000 square feet of floor space. LCPL's main building meets this standard now, but SPL's main library is less than half the recommended size.

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[7] In 1968, Sanger was enlarged to 9,000 square feet. The next smallest branch in 1967 was Birmingham, with 4,480 square feet.

The floor space standards for branches in the TRAPA report are 8,000 to 15,000 square feet for urban branch libraries and a minimum of 6,000 square feet for suburban or community libraries. Excluding Sanger, eight of the other ten branches in TPL in 1967 did not meet the standard for urban branch libraries. In addition, none of LCPL's or SPL's branches had the minimum square footage for suburban libraries. When discussing branch facilities, the TRAPA report noted, "In Sylvania and Ottawa Hills branches are maintained in school facilities. These should be relocated to separate and more accessible facilities . . . ."[8]

Readers Seats. In 1967, TPL had a total of 1,229 readers seats at the main library and branches, LCPL had 347 seats and SPL had 341. As shown in Table III-4, the number of seats in LCPL amounts to 2.3 for each 1,000 persons in the service area; in TPL, there were somewhat more than one and a half times this number--4.0 seats per 1,000 persons; and SPL, with 12.1 seats for each 1,000 persons, had four times as many seats per capita as TPL and about five times that for LCPL.

Table III-4

READERS SEATS IN PUBLIC LIBRARIES
1967

		Branches		All Buildings	
Library	Main Building	Total	Average Per Branch	Total	Per 1,000 Persons
LCPL	80	267	53.4	347	2.3
SPL	111	230	38.3	341	12.1
TPL	437	792	72.0	1,229	4.0
Total	628	1,289	58.6	1,917	3.9

As with floor space, the greatest number of seats for each of the three libraries was at the main building. In TPL, 35.6% of all readers seats were at Main; in SPL, 32.6% of the seats were at the main library; and in LCPL, 23.1% were at the headquarters library. The number of seats at Toledo Main--437--were about four times as many as at SPL Main (the library with the next highest number of seats in the county) and represented 22.8% of all readers seats at public libraries in Lucas County.

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[8] Parkins, Rogers and Associates, Inc., A Study of Public Facilities for the Toledo Regional Area, prepared for the Toledo Regional Area Plan for Action, 1967, p. 150.

The number of seats at SPL Main met the ALA standard, which indicates that small public libraries serving a population the size of SPL's should have a minimum of 84 readers seats.

The difference in the size of the branches for the three libraries is evident in the statistics on the average number of seats at branches. TPL, with the largest branch libraries, had the greatest number of seats per branch and SPL, with the smallest branches, had the fewest. The average number of readers seats at TPL's branch libraries was 72.0, with a range of from 52 at South to 105 at Sanger; in LCPL, readers seats averaged 53.4 per branch, ranging from 36 at Reynolds Corners to 75 at Washington; and in SPL, where the number of seats ranged from 30 at Central School to 52 at McCord School, the average was 38.3.

Hours Open for Service. The public libraries range in weekly hours of service to patrons from a low of 23 in two of SPL's branches to a high of 63 at the main building of TPL. As Table III-5 indicates, the three main libraries were open an average of 60 hours a week in 1967, and about two-thirds of the branches were open more than 40 hours each week.

Table III-5

WEEKLY HOURS OF LIBRARY SERVICE
PUBLIC LIBRARIES
1967

Library	Average Weekly Hours of Library Service (All Libraries)	Number of Hours Open Per Week - Main Library	Distribution of Hours Open Per Week for Branches				
			(20-29 hours)	(30-39 hours)	(40-49 hours)	(50+ hours)	Total Branches
LCPL	47	62	0	2	2	1	5
SPL	35	54	2	3	1	0	6
TPL	49	63	0	1	7	3	11
Total	44	NA	2	6	10	4	22

The number of hours that the main library of SPL is open (54) does not quite meet the ALA standard of 60 hours or more each week for libraries serving communities of from 25,000 to 50,000 persons. The ALA standard for systems says that libraries should be open six days a week. Of the 25 public libraries in the county in 1967, eight were open six days a week--the three main libraries, Reynolds Corners and Washington branches of LCPL and Locke, Point Place and Sanger branches of TPL.

Bookmobile Service. LCPL is the only one of the three libraries that provides bookmobile service.[9] Stops are made at locations that are more than a mile from any of the six LCPL agencies. In 1967 the library had four bookmobiles, three of which were used during the winter for service to schools and the other one for community service. The ALA system standards state that bookmobile visits should be made at least every two weeks. For the winter 1967 schedule, the three school bookmobiles visited 40 schools and one institution every three weeks and the community bookmobile made 52 community stops and 56 house stops every two weeks. (Stops are made to individual houses on the theory that it is sometimes more profitable to stop at a number of different houses within an hour than to sit one place for that hour.)

In 1967, the number of books circulated from bookmobiles represented 38.8% of the total circulation reported for LCPL. Of bookmobile circulation alone, 70.8% was from school service and 29.2% was from community service.

Book and Non-Book Collections

This section discusses the numbers of books, periodicals and audio-visual materials held by the three public libraries in Lucas County and, in addition, presents information from two title searches: (1) to determine the degree of overlap in holdings between LCPL and TPL and (2) to measure the strength of the book and periodical collections. Also, circulation figures for the collections are given, as well as statistics on interlibrary loans, which serve to supplement these resources.

Total Number of Volumes. As shown in Table III-6, at the end of 1967, LCPL had a total of 227,311 volumes in its collections, SPL had 77,272 volumes and TPL had 818,107 volumes. TPL's collection represented 72.9% of the total number of books held by the county's three public libraries, LCPL's collection was 20.2% of the total and SPL's holdings was 6.9%.

Table III-6

NUMBER OF VOLUMES IN PUBLIC LIBRARIES
1967

Library	1967 Holdings Total	1967 Holdings Per Capita
LCPL	227,311	1.52
SPL	77,272	2.75
TPL	818,107*	2.64
Total	1,122,690	2.30

* This figure represents the book stock. In addition, in 1967 TPL had 109,783 bound volumes of periodicals, 4,484 bound volumes of newspapers, 2,682 rolls of microfilm, 282 volumes of microcard and 310 projected books.

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[9] In the summer of 1968, LCPL and TPL co-sponsored a pilot project of bookmobile service to two housing developments in Toledo.

SPL's collection, which represented 2.75 books for every person in its service area in 1967, met the ALA standard which calls for libraries of this size to have at least two books per capita. TPL's 1967 collection amounted to 2.64 books per person and met the ALA standard for systems of at least two to four books per capita. However, LCPL's collection, which represented 1.52 volumes per capita, did not meet this latter standard. Viewed as a whole, the total number of books held by the three public libraries in 1967 amounted to 2.30 volumes for each person in the county, which is in line with the ALA standard for system holdings.

The per capita holdings of SPL, TPL and the three libraries together are all above the 1967 average for all Ohio public libraries which is 2.17 volumes per person. LCPL is below this average.

Measured against the standards in the TRAPA report, the collection at the LCPL headquarters (165,089 volumes, including the bookmobile collections) met the standard for regional libraries of 100,000 to 150,000 volumes, while the collection at the SPL main library (40,530 volumes) did not meet the standard.

The TRAPA report also recommends from 30,000 to 60,000 volumes for urban branch libraries and between 15,000 and 30,000 volumes for suburban libraries. Eight of the 11 branches of TPL in 1967 met the standard for urban branches while only one of the five LCPL branches had the requisite number of volumes for suburban libraries.

Table III-7 shows that 62.3% of TPL's 1967 collection was classified as adult volumes (i.e., eighth-grade level and up) compared with 40.4% of LCPL's collection and 32.4% of SPL's holdings. The relatively high proportion of adult volumes for TPL is the influence of the collection at Main which is 91.4% adult. At the branch libraries, the proportion of adult volumes is 41.0%.

Table III-7

ADULT VS. JUVENILE HOLDINGS IN PUBLIC LIBRARIES
1967

	Main Library		Branches		Total	
Library	% Adult	% Juvenile	% Adult	% Juvenile	% Adult	% Juvenile
LCPL	38.1	61.9	46.7	53.3	40.4	59.6
SPL	54.9	45.1	7.5	92.5	32.4	67.6
TPL	91.4	8.6	41.0	59.0	62.3	37.7
Total	72.7	27.3	39.5	60.5	55.8	44.2

The number of adult books at the LCPL headquarters represents 38.1% of the collection. In comparison, the collections at the LCPL branches are 46.7% adult. The lower proportion of adult books at the headquarters library is due mainly to the fact that statistics on holdings include the collections for the four bookmobiles, three of which are used for service to schools.

The relatively low share of adult books in SPL's total collection (32.4%) reflects the existence of the six school branches. At the main library, 54.9% of the books are for adults; in the branches, only 7.5% are adult books.

For the county as a whole, 55.8% of the combined collections are adult books and 44.2% are juvenile books.

Titles Added. LCPL added 2,112 titles to its collection in 1967 and TPL added 7,540 titles. SPL does not have statistics on titles added. The following table gives the breakdown between adult and juvenile titles for LCPL and TPL.

Table III-8

TITLES ADDED IN PUBLIC LIBRARIES
1967

Library	Adult	Juvenile	Total
LCPL	1,540	572	2,112
TPL	6,668	872	7,540

In 1967, neither LCPL nor TPL met the ALA system standard which says that "the headquarters should add approximately 50% of the new adult nonfiction trade titles published in English in the United States each year . . . ." Since 17,745 new adult nonfiction titles were published in 1967, the libraries would have had to have purchased approximately 8,900 such titles in order to meet this standard.[10]

Volumes Added. The number of volumes added to the collections of the county's three public lbirarles in 1967 were in proportions very similar to those for their total holdings. Of all volumes added, 70.5% were added by TPL, 22.0% by LCPL, and 7.5% by SPL.

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[10] New adult nonfiction titles purchased by LCPL and TPL would be somewhat less than the number of adult titles shown in Table III-8 since fiction and retrospective buying would have to be subtracted.

The data for 1967 in Table III-9 indicate that TPL met the ALA system standard which calls for the addition of .17 volume per capita to the collection. The three public libraries combined may also be judged to have met this standard (.16), while LCPL was somewhat below standard (.12). SPL had the greatest number of additions per capita--.21 book for each person in its service area; however, the ALA standards for small public libraries do not include a measure for evaluating these additions.

Table III-9

VOLUMES ADDED IN PUBLIC LIBRARIES
1967

Library	Total	Per Capita	Percent Juvenile	Percent Adult
LCPL	17,455	.11	59%	41%
SPL	5,993*	.21	65	35
TPL	56,056	.18	46	54
Total	79,504	.16	50%	50%

* Does not include 1,359 volumes added to the branches that were gifts, ESEA Title II purchases or school purchases since these books are not on the shelf list at the main library.

In all of Ohio, .14 volume per capita was added to the collections of the state's public libraries in 1967. TPL, SPL and the three libraries combined are above the state average and LCPL is slightly below it.

Table III-9 also shows that juvenile books accounted for 65% of SPL's additions, 59% of LCPL's and 46% of TPL's. Of all books added in the county in 1967, half were for children. These figures for LCPL, TPL and the county as a whole are in excess of the ALA system standard that "up to 1/3 of the volumes added annually should be for children."

Volumes Withdrawn. The ALA standards for both systems and small public libraries call for community libraries to annually withdraw at least 5% of their total collections, although no quantitative standards are given for headquarters libraries. Two branches of TPL (Jermain and Mott), two of LCPL (Ottawa Hills and Reynolds Corners) and SPL Main met the standard for withdrawals for community libraries.

Table III-10 below shows the total number of volumes withdrawn from public libraries in the county in 1967.

Table III-10

NUMBER OF VOLUMES WITHDRAWN FROM PUBLIC LIBRARIES 1967

Library	Volumes Withdrawn
LCPL	7,966
SPL	2,510
TPL	17,279
Total	27,755

Degree of Overlap Between the Three Collections. SPL orders most of its titles from the TPL booklists, which indicates that a very high percentage of the SPL collection is duplicated at TPL. In order to estimate the degree of overlap between the holdings of LCPL and TPL, a sample consisting of every tenth item on LCPL's list of adult and juvenile acquisitions in 1967 was searched against TPL holdings. As shown in Table III-11, the results of the title search indicate that Toledo holds approximately 80% of LCPL's adult acquisitions as well as about 64% of their juvenile acquisitions.

Table III-11

DEGREE OF OVERLAP IN HOLDINGS BETWEEN LCPL AND TPL

Acquisitions	Titles from LCPL in Sample	Titles Held at TPL	Percent Overlap
Adult	195	156	80%
Juvenile	67	43	64
Total	262	199	76

Periodical Titles. In 1967, TPL received 1,049 different periodicals, LCPL received 157 and the main library of SPL received 73. As seen in Table III-12, neither TPL no LCPL met the ALA system standard of one periodical title for every 250 persons in the library's service area, although TPL's collection is nearer the requisite number than LCPL's is. In addition, SPL's periodical collection did not meet the ALA standard of 100 to 150 magazines and periodicals for libraries serving from 25,000 to 50,000 persons.

Table III-12

PAID PERIODICAL TITLES RECEIVED AND
RETAINED IN PUBLIC LIBRARIES
1967

	Number of Paid Periodical Titles Received		Percent Retained at Main Library*		
Library	Total	Per 250 Persons	More Than 1 Year	More Than 5 Years	More Than 10 Years
LCPL	157	.26	100%	77%	67%
SPL Main	73	.65	89	0	0
TPL	1,049	.85	96	92	91

* Regarding collections of back issues, the ALA standard for systems states that:

> "Community libraries should not ordinarily attempt to build extensive collections of back issues of periodicals, but should depend on the headquarters collection to service their needs for these materials."

Strength of Collections. In seeking to evaluate the book resources of the three libraries, the traditional methods of measuring library collection effectiveness, i.e., compiling a list of recent "best books" and determining which of these the library owns or using a standardized list such as The Standard Catalog for Public Libraries, did not seem an appropriate or especially worthwhile task for a number of reasons. First, the three libraries are well established. They have been in operation for long periods of time and their book selection has been under professional direction throughout most of this time.

Second, the libraries have been relatively well supported over a long span of years. This has been especially true since library support was switched to the county-wide intangibles tax in the early 1930's.

Third, the three libraries have seen themselves in different ways: TPL has given high priority to the development of strong subject resources in its central library; LCPL has concentrated upon the provision of basic library materials through its bookmobiles and community branches; and SPL has given priority to the development of collections to support the public school curriculum.

Because of these factors, it was decided to measure the relative strength of the three libraries in very specialized areas rather than evaluate the collection of each. Checks of library holdings were made against: (1) Every fifth title listed on the "Essay and General Literature Index, 1955-57" and every third title listed on the "Essay and General Literature Index, 1967," (2) Every fourth entry in "Books for Pre-School Children," "Books for Boys and Girls in the City," and "Books for Boys and Girls, 12 to 16 Years of Age, Who Need Special Encouragement to Read" from Selected Lists of Children's Books and Recordings prepared by the Children's Services Division of the American Library Association for the Office of Economic Opportunity, (3) Titles listed in the following periodical indexes: Applied Science and Technology Index, July 1966-June 1967; Business Periodicals Index, 1966; Social Science and Humanities Index, April 1966-March 1967.

As seen in Table III-13, of the 255 titles on the Essay and General Literature Indexes, TPL had 59.2%, LCPL had 9.8% and SPL had 2.7%.

Table III-13

NUMBER OF TITLES FROM
ESSAY AND GENERAL LITERATURE INDEXES, 1955-57 and 1967
HELD BY PUBLIC LIBRARIES
1968

Library	1955-57 Index (189 titles)	1967 Index (66 titles)	Total (255 titles)
LCPL	20	5	25
SPL	5	2	7
TPL	115	36	151

The list of children's books was searched against the holdings at the SPL main library and the collections of all outlets of both LCPL and TPL. The search showed that 100 of the 117 titles were held by at least one of the TPL libraries,[11] 89 were held in at least one of the LCPL collections and 64 were held at SPL main. Fifty-two (44.4%) of the titles on the list were in every collection of TPL and 24 (20.5%) of the titles were in all the collections of LCPL. Table III-14 presents the results of the title search in each of the 21 different collections.

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[11] There were three titles held at one or more branches that were not held at the main library.

Table III-14

NUMBER OF TITLES FROM SELECTED LISTS OF CHILDREN'S BOOKS AND RECORDINGS HELD BY PUBLIC LIBRARIES 1968

Library	Number Held	Percent of Title Sample (117 titles)
TPL Main Library	97	82.9%
Birmingham	71	60.7
Frances Jermain	81	69.2
Heatherdowns	77	65.8
Kent	83	70.9
LaGrange-Central	83	70.9
Locke	87	74.4
Mott	78	66.7
Point Place	88	75.2
Sanger	88	75.2
South	85	72.6
Toledo Heights	89	76.1
West Toledo	89	76.1
All TPL collections	100	85.5
LCPL Headquarters Library	89	76.1
Oregon	64	54.7
Ottawa Hills	65	55.6
Reynolds Corners	59	50.4
Washington	59	50.4
Waterville	52	44.4
Bookmobiles	71	60.7
All LCPL collections	89	76.1
SPL Main Library	64	54.7

The periodical search showed that TPL had 399 of the 571 titles on the checklist (69.9%), LCPL had 11 (1.9%) and SPL had 3 (0.5%). This data is given in Table III-15.

The results of these searches indicate that the resources of TPL are not merely larger but also deeper than those of the other two libraries. While TPL is significantly stronger in the adult areas checked, the libraries are more nearly on a par in their children's collections.

Table III-15

NUMBER OF TITLES FROM THREE PERIODICAL INDEXES HELD BY PUBLIC LIBRARIES 1968

Library	Business Periodicals Index 1966 (172 titles)	Social Sciences & Humanities Index April 1966-March 1967 (207 titles)	Applied Science and Technology Index July 1966-June 1967 (192 titles)	Total (571 titles)
LCPL	8	2	1	11
SPL	2	0	1	3
TPL	124	94	181	399

Audio-Visual Materials. As seen in Table III-16, LCPL had no audio-visual materials in 1967, SPL had records and microfilm, and TPL had films, filmstrips, records (nonmusical),[12] projected books and microfilm. ALA standards state that small libraries should not try to maintain a film collection of their own; however, systems should have a basic collection of one film title per 1,000 persons, with no collection having less than 1,000 titles.[13] Record collections for public libraries serving a population the size of SPL's should have from 500 to 1,000 recordings; the record collection for a system should have a minimum of 5,000 discs and reels.

Table III-16

AUDIO-VISUAL MATERIALS PUBLIC LIBRARIES 1967

Library	No. of Films		No. of Film Strips	No. of Records	No. of Projected Books	No. of Microfilm Items
	Total	Per 1,000 Persons				
LCPL	0	0	0	0	0	0
SPL	0	0	0	55	0	520
TPL	1,283	4	496	1,365	310	200
Total	1,283	3	496	1,420	310	720

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[12] TPL does not duplicate the music record collections of the Toledo Museum of Art Record Library.

[13] In Table III-16, the number of films given for TPL is the total number in the collection, not the number of titles.

Circulation of Collection. A total of 3,328,614 items was circulated by the three public libraries in Lucas County in 1967. As Table III-17 indicates, circulation decreased 5.2% between 1940 and 1950, increased 72.4% from 1950 to 1960, and then decreased slightly--1.2%--during the 1960-67 period. These fluctuations are the result of shifts in the circulation figures for TPL which, over the years, has accounted for the major share of items borrowed from the county's public libraries. Circulation at the two other libraries has increased during these periods and, as a result, TPL's proportion of the total has declined from 80.7% in 1940 to 64.9% in 1967.

Table III-17

ITEMS CIRCULATED BY PUBLIC LIBRARIES
1940, 1950, 1960, 1967

Library	1940	1950	1960	1967
LCPL	347,893	425,333	885,826	908,004
SPL	49,086	88,403	193,380	261,484
TPL	1,663,213	1,439,853	2,288,134	2,159,126
Total	2,060,192	1,953,589	3,367,340	3,328,614

Changes noted in circulation do not follow population trends for these years. As previously reported, the population of the county increased 14.9% between 1940 and 1950, 15.5% from 1950 to 1960, and 6.8% between 1960 and 1967.

Table III-18 shows that 40.7% of all items circulated from Lucas County public libraries in 1967 was adult material. SPL had the lowest proportion for adult circulation (26.4%), LCPL was next (31.6%) and TPL had the highest percentage (46.3%).

Table III-18

ADULT VS. JUVENILE CIRCULATION
PUBLIC LIBRARIES
1967

Library	Adult	Juvenile
LCPL	31.6%	68.4%
SPL	26.4	73.6
TPL	46.3	53.7
Total	40.7	59.3

Interlibrary Loans. In 1967, the public libraries of Lucas County filled 628 interlibrary loan requests, 96.3% of which were filled by TPL. In turn, the libraries had 152 requests filled for them by other libraries--about one-quarter of the number they filled. Of all requests filled for them, 46.1% were filled for TPL, 37.5% for SPL and 16.4% for LCPL.

Table III-19

TOTAL INTERLIBRARY LOANS
PUBLIC LIBRARIES
1967

Library	Filled by Library	Filled for Library
LCPL	23	25
SPL	0	57
TPL	605	70
Total	628	152

Personnel

Numbers of personnel, professional education of the staff, age and tenure distribution, and a subjective evaluation of the libraries' staffs are discussed in this section.

Size of Staff. In 1967, TPL had 219.75 full-time equivalent staff members, LCPL had 51.30, and SPL had 13.55. The number of staff members classified as clerical in relation to each person classified as a professional was 1.6 at TPL, 1.3 at LCPL, and 0.4 at SPL. In all, there were 284.60 full-time equivalent staff members employed by the county's three public libraries, with a ratio of 1.4 clerical staff members for each professional.

ALA standards for systems recommend at least one full-time equivalent staff member for each 2,000 persons served. As shown in Table III-20, the number of staff employed both at TPL and county-wide met this standard in 1967, although the number ot LCPL did not. In addition, the ALA standard for small public libraries of one full-time equivalent staff member for each 2,500 in the service area was met by SPL in 1967.

In 1967, public libraries in Ohio employed an average of .88 full-time equivalent staff member for each 2,000 persons in the state. The size of LCPL's staff was somewhat below this ratio while the staffs of TPL, SPL and for the county as a whole were above the state ratio.

Table III-20

STAFF OF PUBLIC LIBRARIES*
1967

Library	Total Staff (full and part-time)	Professional (full-time equivalent)	Clerical (full-time equivalent)	Total Staff (full-time equivalent)		
				Total	Per 2,000 Persons	Per 2,50 Persons
LCPL	66	22.35	28.95	51.30	.69	-
SPL	17	9.35	4.20	13.55	-	1.21
TPL	303	86.00	133.75	219.75	1.42	-
Total	386	117.70	166.90	284.60	1.17	

* Excludes maintenance personnel.

Professional Education of Library Staff. Table III-21 gives the number of staff members employed by the three public libraries who have had some form of professional training. Personnel with a graduate library degree represented 68.8% of all persons with professional training at LCPL and 47.5% at TPL. None of the librarians at SPL had a graduate degree in 1967.

Table III-21

PROFESSIONAL EDUCATION OF STAFF IN PUBLIC LIBRARIES
1967

Library	Completed a Graduate Library Program [a]	Attended But Did Not Complete a Graduate Library Program	Completed an Undergraduate Library Program [b]	Completed the TPL Training Program	Total
LCPL	11	3	2	0	16
SPL	0	2	0	2	4
TPL	38	9	5	28	80
Total	49	14	7	30	100

[a] Includes the M.S. in L.S. as well as the 5th year B.S. in L.S.

[b] Includes the 4-year B.S. in L.S. as well as undergraduate certificates in L.S.

Age Distribution. Table III-22 gives the age distribution of the clerical staff of the three public libraries in 1968. The median age of the clerical staff is from 40 to 44 at TPL, between 45 and 49 at SPL, and from 50 to 54 at LCPL. The median age for the clerical staffs of all three libraries combined is in the same age bracket as for TPL--40 to 44, due largely to the fact that about four-fifths of the clerical staff in the county's public libraries is employed by TPL.

Table III-22

AGE DISTRIBUTION OF CLERICAL STAFF
PUBLIC LIBRARIES
1968
(part-time staff in parentheses)

Library	Under 20	20-24	25-29	30-34	35-39	40-44	45-49	50-54	55-59	60-64	65-70	Over 70	Total
LCPL	3	3				2		7	5	3			23
SPL	(1)					(1)	1 (2)		(1)				1 (5)
TPL	11	18 (1)	4	6 (1)	5 (1)	9	11 (2)	12 (1)	13 (4)	1 (2)	1 (2)	1 (1)	92 (15)
Total	14 (1)	21 (1)	4	6 (1)	5 (1)	11 (1)	12 (4)	19 (1)	18 (5)	4 (2)	1 (2)	1 (1)	116 (20)

As shown in Table III-23 on the following page, the median age of the professional staff of these three libraries is generally higher than for the clerical staff. For the three libraries individually and for the county as a whole, the median age is from 50 to 54. This relatively high median age for the professionals has implications in terms of the recruitment programs that will have to be carried out by the libraries over the next years. About one-quarter of the present professional staff will reach retirement age during the next ten years; approximately 40% of the staff will have become eligible for retirement within the next 15 years.

Tenure Distribution. The tenure distribution of the clerical staff of the three libraries is shown in Table III-24. At SPL, the median tenure of the clerical staff is less than three years, while at LCPL, TPL and for the three libraries combined, the median tenure is between three and five years.

Table III-23

AGE DISTRIBUTION OF ALL PROFESSIONAL STAFF
PUBLIC LIBRARIES
1968

Library	Under 25	25-29	30-34	35-39	40-44	45-49	50-54	55-59	60-64	65-70	Over 70	Total
LCPL	2	2		1	4	3	2	7	1	4		26
SPL					2	2	3	1	2			10
TPL	13	13	9	5	8	8	13	19	20	8	2	118
Total	15	15	9	6	14	13	18	27	23	12	2	154

Table III-24

TENURE DISTRIBUTION OF CLERICAL STAFF
PUBLIC LIBRARIES
1968
(part-time staff in parentheses)

Library	Under 3 yrs.	3-5	6-10	11-15	16-20	21-25	26-30	31-35	36-40	Over 40 yrs.	Total
LCPL	10	3	1	4	3	1	1				23
SPL	1 (4)	(1)									1 (5)
TPL	37 (4)	22 (3)	15 (5)	10 (1)	2 (1)	2	2	2		(1)	92 (15)
Total	48 (8)	25 (4)	16 (5)	14 (1)	5 (1)	3	3	2		(1)	116 (20)

The tenure of the professional staff tends to be longer than that of the clerical staff. The median tenure for professionals at LCPL, less than five years, is similar to that for the clerical staff but the median tenure for professionals at SPL, TPL and in the county as a whole is between six and ten years. The professional staff at TPL has the greatest number of persons with long tenure. Thirty-five persons (29.7%) of TPL's professionals have been employed by the library for more than 20 years, compared with 11.5% of LCPL's staff with this length of tenure and none for the SPL staff. Data on the tenure of professionals are presented in Table III-25.

Table III-25

TENURE DISTRIBUTION OF ALL PROFESSIONAL STAFF
PUBLIC LIBRARIES
1968

Library	Under 6 yrs.	6-10	11-15	16-20	21-25	26-30	31-35	36-40	Over 40 yrs.	Total
LCPL	16	3	3	1				2	1	26
SPL	3	3	1	3						10
TPL	54	15	8	6	3	8	4	5	15	118
Total	73	21	12	10	3	8	4	7	16	154

Subjective Evaluation of Personnel. In addition to using quantitative measures to evaluate the personnel, an effort was made to observe how the library staffs went about their duties and their relationships with readers. In all libraries visited the staff seemed alert to the needs of the public and responded quickly. In several cases the consultant asked for a copy of the Constitution of Ohio and it was quickly provided. In all libraries questions were asked about the location of various basic reference books and in each instance the staff members were able to quickly point out the desired volumes.

Operating Expenses

The total operating expenses of the three libraries in 1960 and 1967 are presented in Table III-26. Between these two years, operating expenses increased 54.5% at TPL, 39.2% at LCPL and 27.4% at SPL. Overall, expenditures for public libraries in the county increased by 50% from 1960 to 1967.

In 1967 the per capita expenditure in Lucas County for public libraries was $4.33. TPL's expenditure in relation to the number of persons in its service area ($5.25 per capita) was almost twice that of LCPL's ($2.67) and about one and three-quarters that of SPL's ($2.99). In comparison, the average 1967 per capita expenditure of all public libraries in Ohio was $3.44.

Table III-26

OPERATING EXPENSES
PUBLIC LIBRARIES
1960 and 1967

Library	1960 Total	1967 Total	1967 Per Capita
LCPL	$ 287,082.00	$ 399,738.00	$2.67
SPL	65,932.90	83,999.25	2.99
TPL	1,054,681.40	1,628,965.13	5.25
Total	$1,407,696.30	$2,112,702.38	$4.33

As shown in Table III-27, the proportion of operating expenses allocated to salaries in 1967 is about two-thirds of the total for all three libraries. The proportion of operating expenses allocated for library materials is approximately one-quarter in SPL and almost one-fifth in both LCPL and TPL.

Table III-27

PERCENTAGE DISTRIBUTION OF OPERATING EXPENSES
PUBLIC LIBRARIES
1960 AND 1967

Library	Salaries 1960	Salaries 1967	Library Materials* 1960	Library Materials* 1967	Service and Supplies 1960	Service and Supplies 1967
LCPL	70%	68%	20%	18%	10%	14%
SPL	54	64	28	24	18	12
TPL	68	66	15	18	17	16
Total	68%	66%	16%	18%	16%	16%

* Books, periodicals, films, and microforms.

A recent study of the 1962 public library statistics published by the U.S. Office of Education[14] showed that two-thirds was the typical proportion of the budget devoted to salaries in public libraries with operating expenses similar either to LCPL or SPL; however, for libraries with expenses in the range of TPL's, the proportion for salaries was typically 73%.

COMMUNITY USE OF LIBRARY FACILITIES

A questionnaire (termed the "user questionnaire") was designed in order to obtain information about persons using the public libraries of Lucas County, the kinds of services that are used and how persons travel to the library. Copies of the questionnaire were distributed at the main building of the three libraries and the branches of TPL and LCPL to every person 12 years old or older who entered the library on each of the six days picked for the survey. The six days were each a different day of the week (Monday through Saturday) spread over a period of five weeks from April 16 to May 13, 1968. About 72% of the approximately 16,800 persons visiting the libraries on these six days completed a returned questionnaire.[15] A copy of this questionnaire appears in Appendix A.

Characteristics of Library Users

As a means of determining who in Lucas County is using the public libraries, patrons were asked to give information regarding their sex, age, last school attended, occupation and total annual family income. These data were then related to similar information for all residents in Lucas County in order to check the degree to which the different segments of the population are represented among public library users. Since only persons 12 years and older were asked to complete the questionnaire, data on the county's population have been adjusted to be comparable.[16]

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[14] "Quantitative Guides to Public Library Operation"; Charles E. Rockwood and Ruth H. Rockwood; Occasional Papers; University of Illinois Graduate School of Library Science; November 1967.

[15] Since library usage was being studied, patrons were asked to fill out a questionnaire each time they came to the library during the six days of the survey. Responses to the questinnaire, therefore, represent visits to the library, not individual patrons. In actual experience, though, not many patrons filled out more than one questionnaire--92.1% of the questionnaires reported that the respondent had not completed a copy of the questionnaire before.

[16] In this analysis, patrons, not visits to the library, were studied, and in the case of patrons, only those who were residents of the county were included. The questionnaires tabulated for this analysis, therefore, were only those completed by residents of the county who had not filled out a copy of this questionnaire on a previous occasion. Questionnaires meeting these requisites represent 77.4% of all questionnaires completed.

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Sex. As shown in Table III-28 below, 37% of the public library users are men and 63% are women, compared with a ratio of 48% men and 52% women in the current Lucas County population of persons 12 years old and older.

Table III-28

SEX RATIO
PUBLIC LIBRARY USERS VS. LUCAS COUNTY POPULATION
1968

Sex	Public Library Users	Lucas County Population
Male	36.7%	48%
Female	63.3	52

Table III-29 below, shows that males represent from 33.6% to 40.1% of the users in the five age categories up to 65. In the oldest age category, of persons 65 or older, the proportions--46.6% men and 53.4% women--are nearer those for the county.

Table III-29

SEX OF PUBLIC LIBRARY USERS BY AGE
1968

Age	Male	Female
12 - 16	33.7%	66.3%
17 - 21	40.1	59.9
22 - 34	33.6	66.4
35 - 49	38.2	61.8
50 - 65	36.4	63.8
65+	36.7	63.3
Total	36.7	63.3

Age. The following table compares the age distribution of public library users with that of the estimated population of Lucas County in 1968 that was 12 and older.

Table III-30

AGE DISTRIBUTION
PUBLIC LIBRARY USERS VS. LUCAS COUNTY POPULATION
1968

Public Library Users		Lucas County Population	
Age	Percent	Age	Percent
12-16	29.5%	12-14	8.0%
17-21	24.2	15-24	20.0
22-34	16.2	25-34	14.5
Subtotal, 12-34	(69.9%)	Subtotal, 12-34	(42.5%)
35-49	19.9	35-44	15.0
50-64	6.9	45-54	16.0
		55-64	12.0
Subtotal, 35-64	(26.8%)		
		Subtotal, 35-64	(43.0%)
65+	3.3	65+	14.5
Total	100.0%	Total	100.0%

Although the age categories are not entirely comparable, it is apparent that the age distribution of users is disproportionately weighted towards young people. Of all users who are at least 12 years old, 53.7% are under 22. In contrast, only about 28% of the county's population over 12 is between 12 and 24 (a longer age span than for the users). Also, the proportion of users over 50 (10.2%) is less than half the proportion of the county's population over 55 (26.5%). The median age of users is 20.3, while the median age in the county's population of all those 12 and older is 39.0.

Education Level. In the following table, the education level of users over 21 years old is compared to that for all persons in the county in 1960 who were 25 or older.

Table III-31

EDUCATION LEVEL DISTRIBUTION
PUBLIC LIBRARY USERS, 1968 VS. LUCAS COUNTY POPULATION, 1960

Last School Attended	Public Library Users, 1968 (22 years +)	Lucas County Population, 1960 (25 years +)
Elementary	1.4%	12.4%
Junior High	0.9	25.0
High School	38.6	47.0
College	46.7	15.0
Graduate School	12.4	

Persons whose last school attended was elementary or junior high school are greatly under-represented among public library users according to this survey. These people made up 37.4% of Lucas County's population over 24 in 1960; yet they represent only 2.3% of current users over 21.[17]

Occupation. Patrons were asked to write their occupation on the questionnaire or, if they were not employed, to report whether they were unemployed, retired or a student. Of those answering, 55.4% were students (some of whom had jobs); 24.3% were employed and listed their occupation; 13.0% were housewives and another 2.1% were housewives as well as being employed; 2.8% were retired; and 2.5% were unemployed.

The occupations of the one-quarter who held jobs (excluding students and housewives) were coded according to the Standard Industrial Classification Code and compared with the 1968 estimates of occupations of Lucas County residents. The results are shown in Table III-32.

Table III-32

OCCUPATIONAL GROUPINGS
PUBLIC LIBRARY USERS VS. LUCAS COUNTY POPULATION, 1968

	Public Library Users	Lucas County Population
Professionals & Managers	53.8%	22%
Clerical & Sales Workers	26.7	24
Craftsmen & Operatives	13.2	33
All Others	6.2	21

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[17] There may be a tendency for persons with less schooling to not answer this question. However, if all "no answer" responses represented persons whose last school attended was either elementary or junior high school, this group would still equal only 6.8% of all users over 21.

As seen here, the proportion of clerical and sales workers in the user population and the total population in the county is fairly similar. However, professionals and managers are overrepresented in the users, while craftsmen, operatives and all others are under under-represented.

Total Annual Family Income. Information about family income is considered the least reliable of all data on library users. In the first place, fewer patrons answered this question than the other questions and, secondly, young people, who may not have accurate information on this subject, made up about half of the respondents. However, if the data on the questionnaires are, in fact, correct, the proportion of users from families with higher incomes is much greater than in the county's population (46.0% of the users' families in 1968 vs. 18.0% of all the county's families in 1959 had incomes of over $10,000); while the proportion of users from families with lower incomes is much less (families with incomes of less than $5,000 are represented by 12.8% of the users compared to 29.9% of all families in the county). This information is presented in Table III-33.

Table III-33

FAMILY INCOME
PUBLIC LIBRARY USERS, 1968 VS. LUCAS COUNTY POPULATION, 1959

	Public Library Users 1968	Lucas County Population 1959
Under $3,000	5.3%	13.9%
$ 3,000 to $ 4,999	7.5	16.0
$ 5,000 to $ 9,999	41.3	52.2
$10,000 to $14,999	28.5	13.0
$15,000 or more	17.5	5.0
	100.1%	100.1%

On the basis of these data on the characteristics of public library users, it is apparent that users do not represent a cross-section of the county's population: the group is biased towards students, females, white collar workers and persons of more education and higher income.

The profile of public library users--at least regarding sex, age and occupation[18]--varies somewhat when dividing users into those making weekly, monthly and less frequent visits. The most significant differences occur in the group of patrons who visit the library less than once a month This group of users is somewhat younger than the average for all users and, in addition, has a higher proportion of students.[19]

Comparison of Library Users From Different Areas. In order to determine whether library users in Lucas County differ significantly from library users in other areas, data on their population characteristics were compared with data for three other areas with similar information: Dade County, Florida;[20] the Maryland-Baltimore-Washington Metropolitan Area;[21] and the cities of Altoona, Erie, Pottsville, Lancaster, and Williamsport, Pennsylvania.[22] This information is presented in Table III-34. As shown here, of the four areas, Lucas County has the highest proportion of users who are students (55%, compared to 29% for the Pennsylvania users, 34% for Dade County users and 52% for Baltimore users); the lowest proportion who are employed (26%, vs. 35% in Pennsylvania, 34% in Dade County and 28% in Baltimore); and the lowest proportion of housewives (13% compared to 34% of Pennsylvania's users, 18% of Baltimore's and 16% of Dade County's). As can be seen in these figures, the distribution of occupations among Lucas County users is quite similar to that for Baltimore users. The influence of heavier student use in Lucas

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[18] The characteristics of sex, age and occupation were cross-tabulated with patrons' responses concerning the frequency of their library visits--"once a week or more," "once or twice a month," "less than once a month" or "first visit." Data on income and education level had too few cases to be reliably subdivided into these categories.

[19] The proportion of persons between 17 and 21 years old is 33% for those visiting the library less than once a month compared to 24% for all users, while the percentage of persons from 35 to 49 years old is 11% for the most infrequent visitors and 20% for all library users. Students represent 62% in the group of infrequent visitors compared to 55% of all users.

[20] Data from Nelson Associates, Inc., planning report of library services in Dade County, Florida. (in preparation: New York, 1968).

[21] Data from Mary Lee Bundy, Metropolitan Public Library Users: A Report of a Survey of Adult Library Use in the Maryland-Baltimore-Washington Metropolitan Area (preliminary working paper for a monograph: School of Library and Information Services, University of Maryland, 1968).

[22] Data from William R. Monat et. al., The Public Library and its Community: A Study of Library Services in Five Pennsylvania Cities (State College, Pa.: Institute of Public Administration, Pennsylvania State University, 1967).

County and Baltimore is evident in the data on the users' median age which is 21.2 years for Lucas County and 23.5 for Baltimore, compared to 32.9 for Pennsylvania and 38.5 for Dade County.

Table III-34

DATA FOR PUBLIC LIBRARY USERS FROM FOUR DIFFERENT AREAS

Demographic Characteristics	Lucas County, Ohio (1968)	Dade County, Florida (1968)[a]	Pennsylvania Users (1967)[b]	Baltimore, Maryland Users (1967)[c]
Sex: Percent male	37%	41%	38%	43%
Age: Median years[d]	21.2	38.5	32.9	23.5
Education: Median years	12.8	12.0	12.0	12.8[f]
Income: Median family	$9,515	$8,685	$7,124	N.A.
Occupational status:				
Percent employed:	26%	34%	35%	28%
Of these, percent with white collar jobs[e]	80%	79%	76%	86%
Percent retired	3%	13%	2%	2%
Percent housewife	13%	16%	34%	18%
Percent student	55%	34%	29%	52%

[a] Data from Nelson Associates, Inc., planning report of library services in Dade County, Florida (in preparation: New York 1968). Includes at least 180 instances in which a respondent filled out more than one questionnaire.

[b] Data from William R. Monat et. al., *The Public Library and its Community: A Study of Library Services in Five Pennsylvania Cities* (State College, Pa.: Institute of Public Administration, Pennsylvania State University, 1967). The cities are Altoona, Erie, Pottsville, Lancaster and Williamsport.

[c] Data from Mary Lee Bundy, Metropolitan Public Library Users: A Report of a Survey of Adult Library Use in the Maryland Baltimore-Washington Metropolitan Area (preliminary working papers for a monograph: School of Library and Information Services, University of Maryland, 1968).

[d] Minimum age for respondent to be retained in the several surveys: Lucas County, 12 years; Dade, 12 years; Pennsylvania, 16 years; Baltimore, 12 years (but employment statistics limited to adults).

[e] Includes professional and technical workers, managers and proprietors, clerical personnel, and sales workers (U.S. Bureau of the Census major occupational categories).

[f] Students excluded.

Another characteristic that appears to differ considerably for three of the four areas is median family income (there is no data on income for Baltimore users). Users in Lucas County report a median family income of $9,515, while those in Dade County and Pennsylvania report $8,685 and $7,124, respectively.

Differences among the four areas are not so pronounced concerning sex and education level. These surveys report that: (1) males represent 37% of the users in Lucas County, 38% in Pennsylvania, 41% in Dade County and 43% in Baltimore, and (2) the median number of school years completed is 12.8 for both Lucas County and Baltimore and 12.0 for both Dade County and Pennsylvania.

Services Used[23]

Since library services are the main concern of this study, it was important to learn what services are being used by persons visiting the three public libraries in the county, as well as the patrons' general reaction to them. Persons completing the user questionnaire, therefore, were asked to report on their reasons for visiting the library, the services actually used during their visit, and their satisfaction with the service provided. Additional information about services provided by the three libraries was collected by questioning social and community agencies in Lucas County about the library services they used.

This section presents the findings of these investigations. Data from the user questionnaire is given for the main library of SPL and LCPL libraries, and all TPL libraries. Findings for the individual libraries of LCPL and TPL are given in Appendix B.

Reasons for Visiting Library. Patrons were asked to indicate on the questionnaire why they had come to the library that day by checking one or more of 15 different reasons. The average number of reasons given by patrons for each visit was similar for the three libraries--2.31 for both LCPL and SPL and 2.30 for TPL.

The tabulation of the number of times each of the 15 different reasons was checked, presented in Table III-35, showed the following: 47.7% of the visits were made at least in part to return books or other library materials; 38.0% to obtain materials or information on a specific subject; 34.5% to pick out general reading; 31.3% to obtain a specific book; 20.5% to just browse around; 19.4% to study using library material; 13.4% to bring a child to the library; and 8.4% to read newspapers or magazines. The seven other reasons (to meet or consult with friends; to study, using only own material; to attend a book discussion; to attend some other library program; to attend a group meeting at the library; to especially see an exhibit or display; and for "some other reason") were each cited for less than 5% of the library visits.

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[23] Information on the user questionnaire presented in this Chapter has been abridged from Appendix B.

Reasons for visiting do not differ markedly for the three libraries. The most significant differences are in: (1) the proportions of visits that included returning books (for which the LCPL and TPL libraries had nearly the same percentage of visits--47.2% and 47.3%, respectively--but, at SPL, the percentage was somewhat higher--55.9%); (2) visits made at least in part to browse around (22.1% at TPL, compared with 17.2% at SPL and 16.5% at LCPL); and (3) visits to read magazines and newspapers (9.8% of visits at TPL, 5.3% at LCPL and 4.7% at SPL.)

Table III-35

REASONS FOR VISITING LIBRARY

Reason	LCPL	SPL	TPL	Total
Return books	47.2%	55.9%	47.3%	47.7%
Get information on specific subject	40.1	39.4	37.2	38.0
Pick out general reading	35.8	35.7	33.9	34.5
Get specific book	32.5	27.9	31.1	31.3
Browse around	16.5	17.2	22.1	20.5
Study, with library material	19.9	17.7	19.3	19.4
Bring child	16.7	15.0	12.2	13.4
Read magazines or newspapers	5.3	4.7	9.8	8.4
Meet with friends	5.0	4.2	4.4	4.5
Study, with own material	4.7	4.7	4.4	4.5
See exhibit or display	1.3	1.5	2.5	2.1
Attend group meeting	1.6	0.5	0.6	0.8
Attend book discussion	0.7	0.5	0.9	0.8
Attend some other library program	-	0.5	0.9	0.6
Some other reason	4.2	6.2	3.5	3.8

Reason for Seeking Information. If the patron had come to the library to get material or information (an estimated 70 to 80% of all visits), he was asked to report what or whom these data were for. Patrons at TPL indicated an average of 1.26 reasons per visits at LCPL, the average was 1.28; and at SPL, it was 1.31 per visit.

For all libraries combined, 49.2% of the visits were for material for personal reading, 45.1% for school work, 11.2% for the family's reading, 7.2% for a job, 7.1% for another person, 2.8% for a club activity and 3.9% for some other reason.

As shown in Table III-36, the most significant differences among the three libraries are in: (1) the proportion of visits made to obtain material for personal reading, which was higher at both TPL (50.7%) and SPL (49.9%) than at LCPL (44.4%); (2) visits to get information for school work, which were proportionately higher at both SPL (50.8%) and LCPL (49.0%)

than at TPL (43.4%); and (3) the proportion of visits to get material for the family's reading, which was higher at LCPL (15.3%) than at TPL (9.7%), with SPL ranking between the two (13.3%).

Table III-36

REASONS FOR SEEKING INFORMATION

Reason	LCPL	SPL	TPL	Total
Personal reading	44.4%	49.9%	50.7%	49.2%
School work	49.0	50.8	43.4	45.1
Family's reading	15.3	13.3	9.7	15.3
Job	5.8	4.1	7.9	7.2
Another person	6.6	9.2	7.1	7.1
Club activity	3.3	2.1	2.7	2.8
Some other reason	3.4	2.1	4.2	3.9

Satisfaction with Visit. Patrons who had come to the library to obtain specific materials or information were asked if they were satisfied with their visit. About two-thirds of the questionnaires had answers to this question.

Of all visits represented in the responses, 62.3% were considered completely satisfactory by the patrons; 29.5% were partially satisfactory, and 8.1% were not satisfactory. As shown in Table III-37, there was little variation in these answers among the three libraries.

Table III-37

SATISFACTION WITH LIBRARY VISIT

Degree of Satisfaction	LCPL	SPL	TPL	Total
Completely satisfactory	63.1%	61.9%	62.1%	62.3%
Partially satisfactory	30.6	29.4	29.2	29.5
Not satisfactory	6.2	9.0	8.7	8.1

Reasons for Not Being Completely Satisfied. Patrons who reported in the previous question that they were not completely satisfied with their visit were then asked to indicate which one, or more, of eight different reasons had caused their dissatisfaction. This question was answered for about one-quarter of all visits.

Patrons at Sylvania gave the most number of reasons for dissatisfaction per visit (an average of 1.72), patrons at TPL reported the second most (1.66) and those at LCPL gave the least (1.56) reasons per visit.

Of all visits considered not completely satisfactory, 50.3% were adjudged so, at least in part, because the material wanted was not on the library shelves, 39.2% because the library didn't have enough material of the kind wanted, 27.3% because the patron couldn't find the material wanted, 18.5% because the card catalog showed that the library didn't own the material wanted, 10.0% because the material in the library was out of date, 7.9% because the material in the library was on too elementary a level, 4.2% because the material in the library was on too advanced a level, and 6.7% for "some other reason."

As shown in Table III-38, the most noticeable differences in the reasons given at the three libraries were for (1) "the material wanted was not on the library shelves," which assumed a somewhat more important position in both SPL (53.0% of all visits) and TPL (51.9%) than in LCPL (44.9%) and (2) "the library doesn't have enough material of this kind," which accounted for a higher proportion of visits at SPL (49.0%) than at either TPL (38.8%) or LCPL (38.7%).

Table III-38

REASONS FOR NOT BEING COMPLETELY SATISFIED WITH VISIT

Reason	LCPL	SPL	TPL	Total
Material not on shelves	44.9%	53.0%	51.9%	50.3%
Not enough material of this kind	38.7	49.0	38.8	39.2
Couldn't find material wanted	27.0	26.5	27.5	27.3
Library doesn't own material	19.6	18.5	18.2	18.5
Material out of date	10.4	11.9	9.7	10.0
Material too elementary	8.3	9.9	7.7	7.9
Material too advanced	3.5	-	4.8	4.2
Some other reason	3.7	4.0	7.8	6.7

Plans for Further Efforts. Patrons who had reported they were not completely satisfied with their visit were asked a second question--whether they planned to make a further effort to obtain the material they were looking for. About 32% of the questionnaires had answers to this question. Patrons who indicated they would make some kind of further effort were represented in the tally of responses as follows: 42.2% of all questionnaires reported the patron would come back to the library another day and try again; 36.4% reported the patron planned to go to another library; 8.6% said the patron had asked the library to reserve the material for him; 4.2% said he had asked the library to borrow the material from another library; and 6.1% indicated the patron would make some other kind of effort. Questionnaires where the patron said he would not make any further effort to obtain the material were included in the tabulation as follows: 10.2% said no, it was too late to make any further effort; 10.0% said it was not that important; and 3.6% said no, because of some other reason, the patron would not make any further effort.

Table III-39 shows the tabulation of these answers for LCPL, SPL and TPL. The two responses with the greatest variation at the three libraries are: (1) when patrons responded that they would come back to the library another day and try again, which was proportionately higher at TPL and SPL (45.0% and 42.3%, respectively) than at LCPL (33.6%); and (2) when the patrons said they planned to go to another library, which was higher at SPL (42.3%) than at either LCPL (37.0%) or TPL (35.9%).

Table III-39

PLANS FOR FURTHER EFFORTS TO OBTAIN MATERIAL

Plan	LCPL	SPL	TPL	Total
Yes; will come back	33.6%	42.3%	45.0%	42.2%
Yes; will go to another library	37.0	42.3	35.9	36.4
Yes; asked library to reserve material	11.4	6.6	7.8	8.6
Yes; asked library to borrow material	3.9	3.3	4.4	4.2
Yes; some other kind of effort	7.8	3.3	5.7	6.1
No; it's too late	10.0	12.1	10.1	10.2
No; it's not that important	11.5	9.9	9.5	10.0
No; some other reason	3.3	1.6	3 8	3.6

Proximity of Library to Home. Additional information about the reasons for library visits was sought from patrons who were visiting a library that was not the one closest to their home. Overall, for 68.3% of the visits, the library at which the questionnaire was answered was in fact, the closest library; for 30.0% of the visits, it was not the closest one; and for 1.8% of the visits, the patron indicated he did not know. Because there is a significant variation in the answers for the main libraries of both TPL and LCPL and their respective branches, responses to this question are presented accordingly. At LCPL headquarters, the proportion of responses saying it was not the closest library was 41.5%; while at all LCPL branches combined, it was only 6.2%. Questionnaires reporting the library was not the closest one represented 85.5% of all responses at TPL Main, compared with only 16.3% at the combined TPL branches. Responses at SPL had a low proportion saying the library was not the closest one to the patron's home (10.9%), similar to that for branch libraries.

Table III-40

PROXIMITY OF LIBRARY TO HOME

	LCPL			TPL		
	Main	All Branches	SPL	Main	All Branches	Total
Library closest to home	56.8%	90.8%	88.2%	12.1%	82.6%	68.3%
Not library closest to home	41.5	6.2	10.9	85.5	16.3	30.0
Don't know	1.7	3.0	1.1	2.4	1.1	1.8
Total	100.0%	100.0%	100.2%	100.0%	100.0%	100.1%

Patrons who reported they were not at the public library closest to home explained their reasons for using a more distant library as follows: in 61.9% of the questionnaires, the library which the patron was using was larger and had more material; in 14.7%, the service at that library was better; in 14.2%, the patron just happened to be near the library that day; in 12.0%, the library was closest to the patron's place of employment; in 3.8%, the library was closest to the patron's school; in 3.0%, parking was better at that library; in 2.9%, the patron's local library was closed that day; and in 15.4% (the second highest proportion, "some other reason" was reported. The average number of reasons given per questionnaire was 1.67 for SPL, 1.28 for TPL and 1.27 for LCPL.

As shown in Table III-41, the reason "this library is larger and has more material" was overwhelmingly the most popular reason for using TPL Main, where it was given in 74.5% of the responses compared with 17.1% for the second most frequently given answer. This was also the most frequent response at both LCPL headquarters (in 55.4% of the questionnaires) and the combined TPL branches (42.9%), although in neither instance was it so dominant as at TPL Main. "Some other reason" was the answer given most frequently at the LCPL branches (in 46.7% of the responses) as well as at SPL.

Table III-41

REASONS FOR USING MORE DISTANT LIBRARY

	LCPL			TPL		
Reason	Main	All Branches	SPL	Main	All Branches	Total
Library is larger and has more material	55.4%	*	*	74.5%	42.9%	61.9%
Service is better	19.1	*	*	17.1	8.4	14.7
Happened to be near	17.2	26.2	*	10.9	20.1	14.2
Closest to employment	*	*	*	14.9	10.5	12.0
Closest to school	*	*	*	2.2	7.2	3.8
Parking is better	12.9	*	-	*	5.5	3.0
Local library closed	-	*	20.7	2.2	4.4	2.9
Some other reason	23.4	46.7	43.1	6.2	27.6	15.4

* Too few cases to be reliable.

Visits During Which a Librarian Was Consulted. All patrons were asked if they had consulted a librarian during their visit to the library. The tally of responses to this question shows that a librarian was consulted during 41.5% of the visits. In 92.9% of these visits when a librarian was consulted, the patron was satisfied with the service he received. This information is presented in Table III-42.

Table III-42

VISITS DURING WHICH A LIBRARIAN WAS CONSULTED

Consulting With Librarian	LCPL	SPL	TPL	Total
Patron did not consult librarian	58.5%	66.1%	57.3%	58.5%
Patron consulted librarian	39.4	33.9	42.6	41.5
Satisfied with service	95.4%	91.1%	92.2%	92.9%
Not satisfied with service	4.6	8.9	7.8	7.1

The proportion of visits that included consulting a librarian was fairly similar for LCPL (39.4%) and TPL (42.6%), but somewhat lower for SPL (33.9%). However, satisfaction with the service received was fairly similar for the three libraries.

Services Used During Library Visit. Patrons were asked to indicate on the questionnaire what services they had actually used at the library that day. The greatest number of services used per library visit was 2.17 at TPL; the second greatest number was 2.01 at SPL; while the least number of uses per visit was 1.94 at LCPL.

Of all visits made, in 37.8%, the card catalog was used; in 37.6%, books or periodicals were checked out; in 30.7%, the patron browsed around; in 27.2%, the patron received help from a librarian; in 24.6%, specific books or magazines were consulted; in 18.8%, reference books were used; in 9.4%, exhibits or displays were looked at; in 9.3%, new issues of magazines or newspapers were read; in 7.1%, periodical indexes were used; in 0.4%, recordings were checked out; in 0.3%, films were checked out; and in 3.5%, "some other use" was made of the library. In addition, for 3.8% of the visits, patrons checked "none of the above" which, since the list is all-inclusive (having an open-ended answer, "some other reason"), seems to indicate that no use was made of the library at all during these visits.

The greatest differences among the three libraries in the services used by patrons are as follows: the higher proportion of visits during which card catalogs were used at TPL (39.2%) compared with SPL (32.9%); the higher proportion of visits during which help was received from a librarian at LCPL (29.6%) compared with SPL (23.5%); the higher proportion of visits during which specific books or magazines were consulted in TPL (26.2%) compared with LCPL (20.8%); and the higher proportion of visits for reading new magazines or newspapers in TPL (10.9%) compared with both SPL (4.5%) and LCPL (5.6%). (This information is shown in Table III-43.)

Table III-43

SERVICES USED DURING LIBRARY VISIT

Service Used	LCPL	SPL	TPL	Total
Used card catalog	34.8%	32.9%	39.2%	37.8%
Checked out books or periodicals	35.5	38.7	38.3	37.6
Browsed around	27.5	32.3	31.7	30.7
Received help from a librarian	26.9	23.5	26.6	27.2
Consulted specific books or magazines	20.8	22.2	26.2	24.6
Used reference books	18.7	22.8	18.6	18.8
Looked at exhibits or displays	6.2	10.1	10.5	9.4
Read new magazines or newspapers	5.6	4.5	10.9	9.3
Used periodical indexes	4.7	7.0	8.0	7.1
Checked out recordings	-	-	0.6	0.4
Checked out films	0.2*	-	0.4	0.3
Some other use	4.9	5.1	2.9	3.5

* This would seem to be in error since LCPL is reported as not having a film collection.

Comparing services actually used with patrons' reasons for coming to the library, presented previously in Table III-35, shows that: (1) although patrons reported browsing as a reason for making 20.5% of the visits, patrons actually did browse around the library during 30.7% of the visits; (2) while 38.0% of the visits were made to pick out general reading and 34.5% were made in order to get a specific book (with undoubtedly some overlap between the two when one visit was for both reasons), patrons reported checking out books or periodicals during only 37.6% of the visits; and (3) one of the reasons, or the only reason, for visiting the library in 8.4% of the visits was to read magazines or newspapers and patrons reported this activity for 9.3% of the visits.

Satisfaction with Conditions at the Library. Another group of questions on the questionnaire was designed to determine whether patrons were satisfied with certain specific conditions at the library. The tabulation of responses, presented in Table III-44, shows that, overall, patrons seemed to be satisfied, or have success, with the following aspects of library service, ranked in order from most satisfactory to least satisfactory--finding a place to sit (satisfactory on 98.8% of the questionnaires); finding a table to work at (98.2%); finding the staff willing to help (97.3%); thinking the staff knew enough to provide useful assistance (96.0%); finding the library comfortable (95.3%); understanding the arrangement of the library (89.8%); finding the library quiet enough (89.2%) and being able to find a parking place (78.4%).

Table III-44

SATISFACTION WITH CONDITIONS AT THE LIBRARY

Condition	LCPL	SPL	TPL	Total
Parking place	90.0%	100.0%	72.2%	78.4%
Table to work at	98.9	97.0	96.4	98.2
Place to sit	98.3	97.6	99.0	98.8
Quiet	88.5	92.4	89.4	89.2
Arrangement of library	88.7	92.7	90.1	89.8
Comfort	96.1	94.9	95.1	95.3
Help from staff	98.9	98.9	96.6	97.3
Knowledge of staff	97.3	93.9	95.6	96.0

The most significant variation in answers from the three libraries was about parking. Patrons said they could find parking place on all questionnaires tabulated from SPL, 90.0% of the questionnaires from LCPL and 72.2% of the questionnaires from TPL.

Services Provided to Social and Community Agencies. To obtain additional information about services provided by the three libraries, a second questionnaire was drawn up for social and community agencies in Lucas County. The questionnaire asked about the services provided by the agency, the population it served, anticipated changes in the agency's services as well as its clients, and the services provided to them by the public libraries. A copy of the questionnaire appears in Appendix C.

Eighty-seven agencies in the county were sent a copy of the questionnaire and 26 (29.9%) of the questionnaires were returned. The agencies represented in the returns provide the following kinds of services: child day care; child care for retarded children; guidance and companionship to fatherless boys; character development of young boys and girls; youth educational and recreational programs; maternity care; unwed parent service; adoptive placements; marriage, family, and child counseling; referral service; resettlement service; community organization; health education; residences; vocational rehabilitation; job placement; work adjustment; homes for the aged; retirement living; and diagnosis and treatment of mental and emotional disorders.

Eighteen of these agencies serve people throughout the county and five serve just areas in and around Toledo. (The remaining three agencies did not report on the residency of their clients.) With three agencies not responding, the number of Lucas County residents served by the different agencies ranges from 25 persons to about 35,000.

When asked about future changes in the number of residents they each serve, nine agencies replied that clients would increase in relation to population increases; eight reported they would increase beyond future population growth rates; four said they would increase but at a rate less than the population increases; one replied that the number served would decrease; and four did not answer.

Over the next five to ten years, the programs of 17 of the 26 agencies are expected to remain essentially the same. However, seven agencies foresee changes in their programs--four describe expanded services; one reports services will be improved; another, that services will be determined by community needs; and one states that it should be phased out within five years. (Two agencies did not report on their future programs.)

In answer to a question about which library the agencies used most frequently, 18 answered TPL, two said LCPL, two answered SPL, one said both TPL and LCPL, one said none, and two did not respond.

As reported by 21 of the 26 agencies, nine (42.9% of those answering) receive no services from the public libraries in the county, while the other 12 (57.1%) do receive services. The services received by these 12 agencies are as follows: films (reported by six agencies), books (4), program material (2), resource material (2), "normal services" (1), reference books (1), speakers (1), mobile unit (1), local history library (1), civil service and occupational information (1) and bibliographies on family problems (1). Six of the agencies stated there were no services, or additional services, they would like to receive from the library while another ten did not answer about future services from libraries. Ten agencies did list services they would like the libraries to provide: expanded film collection (mentioned by 2), a good occupational reference section (listed by 2), a reading program for children, being able to pick up films at branch libraries, more resource material for one agency's particular program, more literature on mental health and child rearing, a traveling library servicing homes for the aged, and a loan library for a summer camp program.

The agencies were asked if they customarily referred their clients to a library. Of the 25 responding, 14 (56.0%) reported that they did not, while 11 (44.0%) said that they did.

Characteristics of Trips to the Library

This section presents data from the user questionnaire on trips made in connection with library visits--where the visit to the library started, how long as well as how far the patron traveled, the method of traveling, and whether or not the trip was made in conjunction with some other activity.

Place Where Visit to Library Started. For all libraries combined, 77.5% of the visits had started at home, 10.0% at school, 7.8% at work and 4.8% at some other place. The proportions of visits starting at home and at "some other place" are similar for the three libraries. However, visits starting at school are proportionately higher at both LCPL and SPL (15.2% at each) than at TPL (7.7%), while visits starting at work are proportionately higher at TPL (9.6%) than at the other two libraries (3.7% at LCPL and 3.2% at SPL).

Table III-45

PLACE WHERE VISIT TO LIBRARY STARTED

Place Where Visit Started	LCPL	SPL	TPL	Total
Home	76.6%	78.3%	77.7%	77.5%
School	15.2	15.2	7.7	10.0
Work	3.7	3.2	9.6	7.8
Some other place	4.6	3.2	4.9	4.8

Length of Time to Get to Library. Traveling time to the library was less than 20 minutes for somewhat more than four-fifths of all visits. For all libraries combined, 59.6% of the visits took less than 10 minutes to get to the library, 24.9% took between 10 and 20 minutes, and 15.4% took 20 minutes or more. TPL Main had the greatest proportion of trips taking 20 minutes or more (39.3%) and LCPL headquarters had the second greatest (16.1%). In general, it took longer to get to TPL branches than to LCPL branches--32.1% of the trips to TPL branches took 10 minutes or more compared to 21.7% of the trips to LCPL branches. The length of trips to SPL tended to be more similar to branch libraries than to the main libraries of LCPL and TPL.

Table III-46

LENGTH OF TIME TO GET TO LIBRARY

	LCPL			TPL		
	Main	Branches	SPL	Main	Branches	Total
Less than 10 minutes	49.5%	78.3%	67.7%	23.8%	67.9%	59.6%
10 to 19.9 minutes	34.2	14.4	27.6	36.9	22.5	24.9
20 minutes or more	16.1	7.3	4.7	39.3	9.6	15.4
Total	99.8%	100.0%	100.0%	100.0%	100.0%	99.9%

Distance Traveled to Get to the Library. Trips of less than five miles accounted for approximately four-fifths of all visits. For all libraries combined, the distance traveled to the library was less than a mile in 43.1% of all visits, between one mile and five miles in 39.2% of the visits and more than five miles in 17.6% of the visits. Visits at TPL Main were, on the average, from a greater distance than those at other libraries (45.1% were five miles or more), while trips to LCPL headquarters were the second longest in the average number of miles traveled (here, 29.3% were five miles or more). The length of trips to TPL and LCPL branches were fairly similar--92.3% of trips to TPL branches and 89.4% of trips to LCPL branches were less than five miles. SPL's visits involved trips that tend to be proportionately distributed more like branch libraries than either of the other two main libraries.

Table III-47

DISTANCE TRAVELED TO GET TO LIBRARY

	LCPL			TPL		
	Main	Branches	SPL	Main	Branches	Total
Less than a mile	24.2%	51.4%	42.0%	20.7%	51.9%	43.1%
1 to 4.9 miles	46.5	38.0	44.1	34.1	40.4	39.2
5 miles or more	29.3	10.6	13.8	45.1	7.7	17.6
Total	100.0%	100.0%	99.9%	99.9%	100.0%	99.9%

Method of Traveling to Library. Patrons had come by car in 86.1% of the visits, had walked in 24.7% of the visits, had come by bus in 3.2% of the visits, and had come by some other means in 4.0% of the visits. (When a patron reported he had come to the library "some other way," he was asked to identify his means of transportation. All those that answered this part of the question had come to the library by bicycle.)

There was some variation in the responses for the three libraries. SPL had the highest proportion of visits made by means of car--77.4%, compared with 71.8% for LCPL and 66.1% for TPL, and TPL had a higher proportion of visits when the patron walked to the library (26.5%) than either LCPL (21.2%) or SPL (18.4%). The percentages of visits made by bus and other means were more nearly similar for the three libraries. Visits made by bus represented 4.2% of TPL's visits (about three-quarters of these were visits to TPL Main), 0.7% of LCPL's visits and 0.5% of SPL's visits. Visits made by other means accounted for 6.2% of all visits at LCPL, 3.8% of visits at SPL and 3.2% of visits at TPL.

Table III-48

METHOD OF TRAVELING TO LIBRARY

Method	LPCL	SPL	TPL	Total
Car	71.8%	77.4%	66.1%	68.1%
Walked	21.2	18.4	26.5	24.7
Bus	.7	.5	4.2	3.2
Other	6.2	3.8	3.2	4.0
Total	99.9%	100.1%	100.0%	100.0%

Activities in Conjunction with Library Visit. Of all visits, 62.4% were made solely to visit the library, 18.2% were made in conjunction with shopping and 19.4% were made in conjunction with some other activity. The "other activity" was not explained on about two-fifths of the questionnaires that reported it; on the rest, it was distributed fairly evenly among a variety of activities including school, meetings, job, dinner, leisure, and visiting friends. As shown in Table III-49, the proportions of visits made either solely to visit the library or in conjunction with some other activity were reasonably similar for the three libraries. However, the proportion of visits at SPL made in conjunction with shopping (23.7%) was somewhat higher than for either TPL (18.6%) or LCPL (16.1%).

Table III-49

ACTIVITIES IN CONJUNCTION WITH LIBRARY VISIT

Activity	LCPL	SPL	TPL	Total
Library visit only	62.3%	58.0%	62.8%	62.4%
Library visit and shopping	16.1	23.7	18.6	18.2
Library visit and some other activity	21.6	18.3	18.6	19.4
Total	100.0%	100.0%	100.0%	100.0%

Chapter IV

OTHER LIBRARIES IN LUCAS COUNTY

The public libraries of Lucas County are not alone in providing library service to county residents. In addition to the facilities discussed in Chapter III, there are libraries in elementary schools, secondary schools, colleges, professional associations, business firms, hospitals and in other locations. Some of these libraries are open to the public; others serve only a limited clientele. However, all are important when studying the total library resources available to the area's residents.

The user questionnaire asked patrons to report which libraries, other than the one they were at, they had used in the last 12 months. In 44.8% of the questionnaires, patrons listed at least one other library. The average number of libraries reported per questionnaire was 1.67. Two-thirds of the libraries listed were public libraries in Lucas County. The other third consisted of the following: elementary and high school libraries - 19.4%; the University of Toledo Library - 10.0%; public libraries outside the county - 1.7%; academic libraries other than those at the University or Mary Manse College - 1.5%; Mary Manse College Library - 1.0%; and special libraries such as the Medical Library Association, the Toledo Museum of Art Library and Toledo State Hospital Library - 0.3%.

This chapter describes the resources of non-public libraries in Lucas County--elementary and high school libraries as well as academic and special libraries.

ELEMENTARY AND HIGH SCHOOL LIBRARIES

Public Library Service to Schools

Over the years, the three public libraries have contributed substantially to library service in the county's schools. Although for TPL and LCPL, these programs have decreased in importance in recent years, they still represent a significant portion of the libraries' efforts.

At one time, four branches of TPL were operated in schools; however, there are no longer any school branches in this system. Present library service to schools includes providing deposit collections for elementary grades in schools in the TPL service area. Each collection numbers one book for every child plus three for the teacher. Collections may be changed every three months at the request of the teacher if she will handle the exchange; otherwise, they are kept until the first of May. As originally designed, teachers were to come to the library and pick out books for their class; however, in practice, teachers fill out a slip indicating what subject areas they would like included in the collection and a librarian at TPL makes the selection. In the 1967-68 school year, 44 public schools, 23 parochial schools plus the Child Study Institute each received one or more deposit collections, which together contained 38,010 books. In 1967, the TPL budget for books for school collections was $10,000; in 1968, $5,000 was budgeted.

LCPL at one time had eleven school library branches which were cooperatively financed by the local school board and the library; now the only branch located in a school building is at Ottawa Hills. Other service to schools provided by LCPL at present include bookmobile service and classroom collections.

LCPL has three bookmobiles for school service. During the 1967-68 school year, these three bookmobiles together visited 40 public and parochial schools every three weeks. Bookmobile service is for children through the eighth grade, except at the Spencer Sharples School where service is for children through grade twelve. All elementary schools in the service area are eligible for bookmobile visits except those within a one-mile radius of an LCPL agency.

Classroom collections (made up of about one book per child) are loaned twice a year to grades kindergarten through second in both public and parochial schools. In addition, collections of about 25 books each were given to three nursery schools during the 1967-68 school year.

As already noted in Chapter III, all branches of the SPL are operated in schools--in five of the seven elementary schools in the Sylvania school district (Central, Highland, Hillview, Stranahan and Sylvan) and one of the two junior high schools (McCord). In addition, SPL has books on deposit at the other junior high (Burnham). The school system supplies all the physical equipment for these libraries, and at one--Highland--the school purchases the books.

School Library Facilities

During the 1967-68 school year, eight public school districts in Lucas County operated a total of 99 elementary schools and 29 junior and senior high schools. Questionnaires asking about their library facilities were sent to each of these schools (A copy of this questionnaire appears in Appendix D). Ninety-two of the 99 elementary schools and 26 of the 29 high schools returned their questionnaires. As shown in Table IV-1, all 10 non-respondents were schools in the Toledo School District. The 118 schools in the returns had a total enrollment of about 85,000 students in 1967-68, which represents 88% of the enrollment in the 128 schools in the county.

Elementary Schools. Only 45 of the 92 elementary schools in the returns had central libraries. There were three school districts in the county where all the elementary schools had libraries--Washington (13 schools), Oregon (5) and Ottawa Hills[1] (1). In addition, six[2] of the seven elementary schools in the Sylvania School District had a central library. However, there were central libraries in only 19 of the 55 schools reporting from Toledo;[3] in only one of the three schools in Anthony Wayne; and in none of the three schools in Springfield or the five schools in Maumee. (The five elementary schools in Maumee have just established libraries and a bond issue, passed in the Spring of 1968, will permit their further development. A recent school bond in Toledo which, among other things, would have supplied money to establish libraries in elementary schools now without them, was defeated.)

Table IV-1

SCHOOLS IN LUCAS COUNTY
1968

Schools	Elementary Schools		Junior and Senior High Schools	
	Total	In Returns	Total	In Returns
Public School Districts				
Anthony Wayne	3	3	2	2
Maumee	5	5	2	2
Oregon	5	5	3	3
Ottawa Hills	1	1	1	1
Springfield	3	3	2	2
Sylvania	7	7	3	3
Toledo	62	55	13	10
Washington	13	13	3	3
Total	99	92	29	26
Non-Public Schools	43	36	9	9

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[1] A branch of LCPL.

[2] Five of these six are SPL branches.

[3] The seven elementary schools not returning a questionnaire all are reported as having central libraries. This means that 52 of the 99 elementary schools in the county (52.9%) had central libraries in Spring 1968.

The number of volumes in the 45 central libraries is shown in Table IV-2. There is no breakdown on volumes for the 13 libraries in the Washington School District nor is there any information for one of the Toledo schools. In the 31 other schools, the number of volumes ranges from 200 in Kleis School in Toledo, where the library has only been in existence for a year, to 10,066 in Ottawa Hills, where the library is a branch of LCPL. To help understand the strength of these libraries, the size of the collections have been compared to three sets of standards: (1) 1957 Ohio elementary school standards of the State Board of Education, (2) the more recent, A Guide for Ohio Elementary Libraries of the State Education Department, and (3) ALA standards for elementary school libraries.

The 1957 state minimum standard for the number of volumes in elementary school libraries is five to ten books per pupil. Twenty[4] of the 31 libraries had at least five books per pupil; however, only eight[5] had as many as ten books per pupil and four of these eight libraries were branches of public libraries--Ottawa Hills Elementary School (LCPL branch) and Stranahan, Hillview and Central schools (SPL branches).

Twelve of the 31 libraries had the number of volumes recommended in A Guide for Ohio Elementary Libraries.[6] When measured against ALA standards for school libraries,[7] only five libraries--the four public library branches mentioned previously plus Coy School in the Oregon district--had the requisite number.

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[4] The one school in the Anthony Wayne School District; all five schools in the Oregon district; the one school in the Ottawa Hills district; all six schools in the Sylvania district; and seven schools in the Toledo district--Fall-Meyer, Feilbach, Glenn, Glendale Keyser, Mount Vernon, and Reynolds.

[5] Coy, Jerusalem and Wynn in the Oregon School District; the school in the Ottawa Hills district; Stranahan, Hillview and Central in the Sylvania district; and Feilbach in the Toledo district.

[6] Minimum or Basic Library Collection:

Schools having fewer than 200 students..	2,000 books
Schools having 200-399 students.........	2,000 for first 200, 4 for each additional pupil
Schools having more than 400 students...	2,800 for first 400, 4 books for each additional pupil

The 12 schools meeting this standard are: the one school in the Anthony Wayne district; the five schools in the Oregon district; the Ottawa Hills school; Stranahan, Sylvan, Hillview and Central schools in Sylvania; and Feilbach in Toledo.

[7] ALA standards for school libraries are 6,000 to 10,000 books for schools having 200-999 students and 10 books per student for schools having 1,000 or more students.

Table IV-2

NUMBERS OF VOLUMES IN ELEMENTARY SCHOOL LIBRARIES
LUCAS COUNTY
1968

School	Enrollment	Volumes in Central Library	Numbers of Volumes Recommended by: 1957 Ohio Elementary School Standards	A Guide for Ohio Elementary Libraries	ALA School Library Standards
Anthony Wayne School District					
Monclova	358	2,660	1,790 - 3,580*	2,632*	6,000 - 10,000
Oregon School District					
Clay	543	3,411	2,715 - 5,430*	3,372*	6,000 - 10,000
Coy	544	6,804	2,720 - 5,440*	3,376*	6,000 - 10,000*
Jerusalem	497	5,241	2,485 - 4,970*	3,188*	6,000 - 10,000
Starr	598	5,074	2,990 - 5,980*	3,592*	6,000 - 10,000
Wynn	341	5,517	1,705 - 3,410*	2,564*	6,000 - 10,000
Ottawa Hills School District					
Elementary	550	10,066	2,750 - 5,550*	3,400*	6,000 - 10,000*
Sylvania School District					
Central	633	8,875	3,165 - 6,330*	3,732*	6,000 - 10,000*
Highland	454	2,955	2,270 - 4,540*	3,016	6,000 - 10,000
Hillview	746	9,350	3,730 - 7,460*	4,184*	6,000 - 10,000*
Stranahan	863	8,444	4,315 - 8,630*	4,652*	6,000 - 10,000*
Sylvan	525	4,800	2,625 - 5,250*	3,300*	6,000 - 10,000
Whiteford	363	2,168	1,815 - 3,630*	2,652	6,000 - 10,000
Toledo School District					
Fall-Meyer	350	2,184	1,750 - 3,500*	2,600	6,000 - 10,000
Feilbach	150	2,000	750 - 1,500*	2,000*	-
Glenn	365	2,200	1,825 - 3,650*	2,660	6,000 - 10,000
Glendale	460	2,684	2,300 - 4,600*	3,040	6,000 - 10,000
Glennwood	1,415	1,950	7,075 - 14,150	6,860	14,150
Gunckel	1,216	2,500	6,080 - 12,160	6,064	12,160
Hale	1,280	3,710	6,400 - 12,800	6,320	12,800
Jones	720	3,500	3,600 - 7,200	4,080	6,000 - 10,000
Keyser	332	1,680	1,660 - 3,320*	2,528	6,000 - 10,000
Kleis	320	200	1,600 - 3,200	2,480	6,000 - 10,000
Mayfair	260	500	1,300 - 2,600	2,240	6,000 - 10,000
Mount Vernon	330	2,405	1,650 - 3,300*	2,520	6,000 - 10,000
Ottawa River	302	689	1,510 - 3,020	2,408	6,000 - 10,000
Reynolds	327	1,889	1,635 - 3,270*	2,508	6,000 - 10,000
Riverside	675	1,000	3,375 - 6,750	3,900	6,000 - 10,000
Robinson	910	2,831	4,550 - 9,100	4,840	6,000 - 10,000
Rider	350	1,478	1,750 - 3,500	2,600	6,000 - 10,000
Sherman	1,150	-	5,750 - 11,500	5,800	11,500
Washington	638	2,087	3,190 - 6,380	3,752	6,000 - 10,000
Washington School District					
13 Schools Combined	7,205	26,472	N.A.	N.A.	N.A.

* The number of volumes in the school library meets this standard.

High Schools. Of the 26 high schools in the returns, all but one --Bowsher Junior High School--have a central library.[8] (Students at Bowsher Junior High School use the senior high school library to a limited extent.) The number of volumes in the 25 central libraries ranges from 1,131 at Spencer Sharples in the Toledo district to about twelve times as many--13,665--at Sylvania High School in the Sylvania district. The number of volumes in these libraries has been measured against 1968 Minimum Standards for Ohio Junior High School Libraries, 1968 Minimum Standards for Ohio Senior High School Libraries and ALA standards for school libraries.

The Ohio state standard for numbers of volumes in both junior and senior high school libraries is based on school enrollment, with a minimum size of 5,000 volumes. Nineteen of the 25 central libraries in the responding schools had at least the number of volumes needed to meet the state standard.[9] However, only six libraries--Maumee Junior High School, Ottawa Hills High School, Burnham Junior High School in the Sylvania district, Irving Macomber and Harriet Whitney vocational technical high schools in Toledo, and Washington Building in the Washington district --met the ALA standard. Data on high school libraries is presented in Table IV-3.

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[8] In addition, the three Toledo high schools not in the returns are known to have central libraries. Thus, a total of 28 of the county's 29 high schools have a central library.

[9] The Ohio State standard for the number of volumes in junior and senior high school libraries is as follows:

Enrollment of School	Number of Volumes
499 or less	5,000
500 - 999	5,000 for the first 500 pupils plus 4 volumes for each additional pupil
1,000 - 1,999	7,000 for the first 1,000 pupils plus 3 volumes for additional pupil
2,000 or more	10,000 for the first 2,000 pupils plus 2 volumes for each additional pupil

The schools meeting this standard are: the senior high school in the Anthony Wayne School District; both the junior and senior high school in the Maumee district; Eisenhower Junior High School and Clay High School in the Oregon district; the combined junior and senior high school in the Ottawa Hills district; Springfield Local High School in the Springfield district; Burnham Junior High School and Sylvania High School in the Sylvania district; McTigue Junior High School, Irving Macomber and Harriet Whitney vocational technical high schools; and Edward Drummond Libbey, Robert Rogers, Jessup Scott, Roy C. Start, Morrison Waite, and Calvin Woodward high schools in the Toledo district; and Washington Building, Whitmer High School and Whitmer Building, Whitmer High School in the Washington district.

Table IV-3

NUMBERS OF VOLUMES IN HIGH SCHOOL LIBRARIES
LUCAS COUNTY
1968

School	Enrollment	Volumes in Central Library	Numbers of Volumes Recommended by: 1968 Ohio Standards for High School Libraries	ALA School Library Standards
Anthony Wayne School District				
Fallen Timbers Junior	650	4,713	5,600	6,000 - 10,000
Anthony Wayne	585	5,461	5,340*	6,000 - 10,000
Maumee School District				
Maumee Junior	680	6,333	5,720*	6,000 - 10,000*
Maumee	1,200	8,700	7,600*	12,000
Oregon School District				
Eisenhower Junior	633	5,654	5,532*	6,000 - 10,000
Fassett Junior	647	4,880	5,588	6,000 - 10,000
Clay	1,063	8,299	7,189*	10,630
Ottawa Hills School District				
Ottawa Hills	550	7,850	5,250*	6,000 - 10,000*
Springfield School District				
Springfield Junior	650	2,000	5,600	6,000 - 10,000
Springfield	531	5,400	5,124*	6,000 - 10,000
Sylvania School District				
Burnham Junior	1,080	13,620	7,240*	10,800*
McCord Junior	730	4,064	5,920	6,000 - 10,000
Sylvania	1,560	13,665	8,680*	15,600
Toledo School District				
McTigue Junior	1,550	10,960	8,650*	15,500
Libbey	1,711	11,721	9,133*	17,110
Irving Macomber	1,200	13,072	7,600*	12,000*
Rogers	1,437	12,238	8,311*	14,370
Spencer Sharples	190	1,131	5,000	6,000 - 10,000
Start	1,973	10,716	9,919*	19,730
Waite	1,765	10,705	9,295*	17,650
Harriet Whitney	600	7,200	5,400*	6,000 - 10,000*
Woodward	2,350	12,371	10,700*	23,500
Washington School District				
Jefferson (8th grade)	875	4,580	6,500	6,000 - 10,000
Washington (9th grade)	871	6,568	6,484*	6,000 - 10,000*
Whitmer	2,240	11,182	10,480*	22,400

* The number of volumes in the school library meets this standard.

Questionnaires on school library facilities were also sent to the nine Catholic high schools and 43 Catholic elementary schools in Lucas County.[10] Questionnaires from all these high schools, as well as 36 of the elementary schools, were completed and returned (see Table IV-1). The 43 schools in the returns had a total enrollment of 23,100 students in 1967-68, which represents 90% of all students in the Catholic schools in the county during the school year.

Twenty-seven of the 36 elementary schools that responded have central libraries. The range in the number of volumes in the libraries for the 35 schools that reported this statistic was from 12 to 8,271.

All nine high schools have a central library, with the number of volumes ranging from 5,000 to 42,976.

ACADEMIC AND SPECIAL LIBRARIES

Twenty-five academic and special libraries in Lucas County were surveyed regarding their collections and services. The libraries can be categorized as follows:

Academic

School of Nursing - St. Vincent's Hospital School of Nursing
Mercy School of Nursing
Toledo Hospital School of Nursing
Maumee Valley Hospital School of Nursing
Flower Hospital School for Nursing

Junior College - Lourdes Junior College

Four-Year College - Mary Manse College

University - University of Toledo

Other - Medical College of Ohio at Toledo

- Davis Junior College of Business

- Stautzenberger College of Business and Professional Drafting

Special

Business or Industrial - Sun Oil Company
Toledo Edison Company
Libbey-Owens-Ford Glass Company, Executive Office Library
Libbey-Owens-Ford Glass Company, Technical Center Library

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[10] In addition to these 52 non-public schools, there are six other religiously affiliated schools and one private non-sectarian school in the county.

Owens-Illinois, Inc., Technical Center
Research Library
Midland-Ross Corp. - Surface Combustion
Division

Medical - Toledo Medical Library Association
Toledo State Hospital, Staff Library

Other - Toledo Museum of Art, Research Library
Toledo State Hospital, Patients' Library
Toledo Museum of Art, Record Library
The Toledo Law Association
Toledo Blade
Toledo Municipal Reference Library

As shown in Table IV-4, the 25 libraries have a total of 802,240 volumes. Of this amount, 71.1% are volumes held by the University of Toledo. The 11 academic libraries together hold 688,665 volumes (no holdings were reported for the Medical College of Ohio at Toledo which is just being developed), while the 14 special libraries have 113,575 volumes. In addition, the number of academic and special libraries reporting other materials in their collections is as follows:

Current periodical subscriptions - 21

Pamphlets - 13

Bound periodicals - 12

Newspapers - 9

Government documents - 5

Microforms - 5

Technical Reports - 4

Monographs - 3

Records - 2

Of the 25 libraries, the following number provide these services:

Quick reference - 20

Telephone reference - 15

In-depth reference - 13

Free circulating collection - 12

Table IV-4

HOLDINGS OF TWENTY-FIVE
ACADEMIC AND SPECIAL LIBRARIES
LUCAS COUNTY
1968

	Volumes
University of Toledo Library	570,000
Medical College of Ohio at Toledo Library	0
Mary Manse College Library	60,400
Davis Junior College of Business Library	2,000
Stautzenberger College Library	500
Toledo Museum of Art, Record Library	0
Toledo Museum of Art, Research Library	19,000
Toledo Municipal Reference Library	4,000
Toledo Law Association Library	33,000
Toledo Blade Library	2,000
Toledo Academy of Medicine Library	12,000
Surface Combustion Corporation Library	1,000
Sun Oil Company Library	200
Owens-Illinois Technical Center Library	17,000
Libbey-Owens-Ford Technical Center Library	12,800
Libbey-Owens-Ford Executive Library	2,000
Toledo Edison Company Library	4,000
Lourdes Junior College Library	42,826
Toledo Hospital School of Nursing Library	1,948
Mercy Hospital School of Nursing Library	3,106
Maumee Valley Hospital School of Nursing Library	2,231
Toledo State Hospital Patients' Library	4,875
Toledo State Hospital Medical Nursing Library	1,700
St. Vincents Hospital Nursing Library	4,000
Flower Hospital School of Nursing Library	1,654
Total	802,240

Interlibrary loan - 9

Record collection - 2

Rental collection - 1

Young adult collection - 1

Seven of the libraries are open to the public (three academic and four special), twelve are not, and the remaining nine provide limited access to their collections.

An indication of the extent of interlibrary activity between the public libraries and the special and academic libraries is evident in the figures on interlibrary loans. Eight of the 25 special and academic libraries report filling interlibrary requests in 1967. Three of the libraries kept no record of the number of requests filled; of those with records, one library filled 73 requests; one filled 25 and three filled 10 each. Of these eight libraries, one said they filled requests for TPL, another said they filled requests for both TPL and LCPL and the other six said they filled no requests for the three public libraries although two reported that patrons had been referred to them by the public libraries.

Five of the 25 libraries had interlibrary loan requests filled by TPL during 1967; one reported visiting TPL often; one reported calling often; another reported calling both TPL and LCPL, and two said they referred patrons to the public libraries.

The questionnaire sent to the academic and special libraries appears in Appendix E.

Chapter V

PLAN FOR FUTURE PUBLIC LIBRARY DEVELOPMENT

This chapter first relates the discussion of present and projected patterns of living in Lucas County to the analysis of available library service in order to identify existing or potential strengths and weaknesses. Thereafter it outlines a plan for the future development of the county's public libraries.

EVALUATION OF CURRENT PUBLIC LIBRARY SERVICE

The extent to which the three public libraries adequately respond to the communities they exist to serve can be broadly assessed by examining these libraries in terms of the number of persons to be served, the distribution of the population throughout the county and the socio-economic characteristics of that population.

Number of Persons to Be Served

The discussion in Chapter III on existing public library service in Lucas County measured physical facilities, collections and personnel against standards that are based on the populations served by the three libraries. In review, these measurements showed the following:

1. Eight of the ten branches in TPL in 1967 did not meet the TRAPA minimum floor space standards for urban branch libraries; none of LCPL's branches had the minimum square footage for suburban libraries; and SPL Main did not meet the space requirements for regional libraries. LCPL headquarters did meet this latter standard.

2. The number of volumes held individually by SPL and TPL, as well as the number held by the three libraries combined are considered adequate for the population served when assessed in terms of ALA standards for small public libraries and for systems, respectively. According to system standards, however, the LCPL system does not have sufficient holdings for the population in its service area. Measuring the 1967 collections of the individual agencies against TRAPA standards revealed that LCPL headquarters met the standard for regional libraries, while SPL Main did not. In addition, eight of the 11 branches of TPL met the TRAPA standard for urban branch libraries

(all but Birmingham, Mott and South), and only one of the LCPL branches (Washington) had the requisite number of volumes for suburban libraries.

3. In 1967 TPL alone and the three libraries combined met the ALA systems standard for annual additions to the collection. LCPL did not meet this standard. (This measure of adequacy does not apply to libraries the size of SPL.)

4. None of the libraries, together or individually, had the number of periodical titles recommended by ALA standards to serve their populations.

5. Neither TPL nor LCPL had film or record collections that met the ALA system standards.[1] In addition, SPL does not have the number of recordings recommended for a library of its size.

6. The number of personnel at TPL and SPL, as well as the three libraries combined, met the the ALA standard for full-time equivalent staff members, although the number at LCPL alone did not.

By 1985 the population in the county is forecast to increase to 555,800 persons. Of this number, an estimated 325,700 will reside in TPL's service area, 187,600 in LCPL's service area and 42,500 in SPL's. To meet the minimum standards for these populations, the collection at SPL will have to be increased from some 77,000 volumes in 1967 to about 85,000 in 1985, and LCPL's collection will have to be increased by about two-thirds, from about 227,000 volumes to approximately 375,000. TPL's 1967 holdings of slightly over 818,000 volumes already meets the minimum standard for the number that would be required to service the 1985 population in the TPL service area (some 651,000 books). The necessary increases for SPL and LCPL together total about 156,000 volumes. However, taken as one library system, the three libraries together had a sufficient number of books (1,122,690 volumes) in 1967 to meet the ALA standard of two books per capita for the projected 1985 population.

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[1] TPL's record collection is limited to nonmusical recordings since it does not attempt to duplicate the music record collection of the Toledo Museum of Art Record Library. Therefore, TPL probably should not be expected to meet ALA system standards for record collections. On the other hand, the Museum's Record Library is open only 20-1/2 hours a week. This provides the public with considerably less access to these materials than would be the case if they were collected by TPL.

In addition, LCPL's staff will have to increase from 51.30 FTE members to 94 by 1985 and SPL's staff will have to increase from 13.55 to 17. In 1967 TPL already had a sufficient number of FTE staff members to meet the minimum service requirements for the 1985 population estimates. Viewed county-wide, the total number of staff employed in 1967 by the three public libraries was sufficient to meet the minimum standard for the projected 1985 population if the three functioned as a single system. However, with three separate libraries, the staffs of LCPL and SPL will have to be increased by a total of 46 FTE members by 1985.

Population Distribution

At present, 81% of the county's population resides in the urban area of Toledo and Ottawa Hills. Sixteen of the county's 26 library agencies are located in this area (all 13 TPL outlets plus three LCPL branches--Ottawa Hills, Reynolds Corners, and Washington).[2] As was shown in Plate III-2 of Chapter III, the urban area is well covered by the service areas of these 16 agencies. Outside the urban area, the two major concentrations of population occur in Maumee (where the LCPL headquarters is located) and Sylvania (the site of SPL). LCPL branches in both Waterville and Oregon and the LCPL bookmobiles presently provide library service to the less densely settled sections of Lucas County.

Between 1968 and 1985 the greatest rate of growth in the county is expected to occur in the suburban area. In this interval, the population in the urban area is forecast to increase by 19,100 persons; in the suburban area, by 41,300 persons; and in the rural areas by 3,400 persons. Three locations earmarked for future development are: (1) the area in the southwest portion of the City of Toledo, bounded to the north by Swan Creek, to the west by U.S. 23, and to the south by the City of Maumee, (2) the Reynolds Corners area, and (3) the corridor of land in Springfield, Monclova, Waterville and Providence townships east of the Oak Openings Sand Belt. The first area is entirely within the service area of LCPL headquarters and portions of it are also served by the Heatherdowns branch of TPL and the Reynolds Corners branch of LCPL. In addition, all of the second area is also within the service area of the Reynolds Corners branch. Most of the third area outlined above is served by either LCPL Main or the Waterville branch of LCPL. However, a small portion of Monclova Township is not within an existing facility's service area

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[2] Standards in the TRAPA report propose that urban branch libraries serve a population of 15,000-30,000 persons and suburban libraries, a population of 5,000-15,000. At the higher end of these ranges, the 15 urban and suburban libraries (excluding TPL Main) now in the urban area of Lucas County should be adequate to serve 405,000 persons. The 1968 estimated population of the urban area is 397,800 persons.

(drawn according to TRAPA recommendations) and a somewhat larger portion in Providence Township is similarly unserved.

Socio-Economic Characteristics of the Population

The socio-economic characteristics of Lucas County residents do not appear to differ greatly from averages for other communities in the United States. Analyses show that, in comparison with other areas, its population is slightly older, has a somewhat higher median family income, and a pattern of employment reflecting its largely industrial character.

Public library users in Lucas County do not represent a cross section of this population, however. About half the users are students and approximately one-quarter are employed (the remainder being housewives, unemployed persons and retirees). In comparison, in the county's population, only about 26 or 27% are students and about 35% are employed. Of users who are employed, about one-half are professionals and managers and one-quarter are clerks and sales workers. The comparable figures for the county are 22% and 24%. The median family income and median education level for users are higher than for the general population. Moreover, the median age of users is 20.3, while the median age in the county's population (of all those 12 and older) is 39.0. Finally, males represent only 37% of users compared to 48% of all Lucas County residents.

The youthfulness of users is reflected in the libraries' circulation statistics which, in 1967, showed that 59% of all items borrowed from the three public libraries was juvenile material. Except for the collection at TPL Main, about three-fifths of the collections in the public libraries are juvenile books.

The data in Chapter II indicate that slight changes in the age distribution and occupational pattern of Lucas County residents will occur in future years. From 1968 to 1985 the greatest population increases are forecast for the two age groups of 25-to-34 and 65-and-over. In addition, the proportion of people working as craftsmen and operatives is expected to decline and the proportion employed as professionals and managers is expected to increase as automation in manufacturing industries increases.

Conclusion

This study was undertaken because the boards and administrative staffs of the three libraries felt that the time had come for these institutions to jointly examine their existing programs and modes of operation, within the context of the present and projected characteristics of the county, in order to provide a sound basis for the development of a long-range plan of service. It is clear from the preceding discussion that there are certain disparities between the libraries' current resources and what is minimally required to meet the needs of the present and projected populations in Lucas County. Inadequacies in the levels of staffing, the volume and nature of collections and the size of physical facilities of one or more of the libraries and/or its individual agencies have been identified. Yet, not infrequently, when taken as a whole, the public library resources in the county exceed the minimum standards that have been employed in our evaluations. This is not an insignificant finding. It supports our overall conclusion that the existing public library resources in Lucas County are of a level that would be the envy of many other communities of comparable population and financial wealth. The county simply cannot be viewed as an area with gross shortcomings in the basic ingredients for superior public library service.

What are the implications of these judgments for the development of a "master plan" for public library service in Lucas County in the years ahead? We have concluded that the principal challenge confronting those who seek to improve the caliber of service offered by the county's public libraries is one of securing improved utilization of available resources. Therefore, our recommendations for the future, while they give due attention to the provision of the requisite tools, focus on those changes in organization and attitude that appear to hold the greatest promise for more meaningful library service for those who live and work in the county.

A LIBRARY SERVICE PLAN FOR LUCAS COUNTY

We believe that those responsible for the quality of public library service that will be available to persons in Lucas County in the years ahead should be guided by the following general goals:

- to secure the optimum utilization of total library resources;
- to provide library facilities, collections and personnel adequate to the needs of the population; and
- to develop an attitude of service that is dedicated to the active pursuit of a wider cross section of those who live and work in the county.

Our plan for the future development of public library service, which has been constructed around these operational principles, is presented below. The implementation of these recommendations is discussed in the final portion of this chapter.

Optimum Utilization of Resources

The following five recommendations are most directly concerned with improving the utilization of available library resources in Lucas County.

R1. The three public libraries in Lucas County should be consolidated into a single library system.

The question of consolidating the three public libraries is not a new one. Indeed, much of the impetus for this study originated in the discussions that followed the County Prosecutor's suggestion some years ago that the libraries be consolidated. The issue has been a difficult one to resolve, partly because of the interplay of personalities and partly because of some legitimate concerns as to the effects of consolidation on the unique characteristics of the three institutions.

At the present time, each of the public libraries in Lucas County can be broadly described in terms of its historical approach to public librarianship. LCPL has concentrated its energies on the problems of extension--of serving the unserved. In so doing, it has had to become more actively aware of the community than either of the other two libraries. SPL has for years struggled with the difficulties of establishing a viable local identity in a suburb of rapid growth and high turnover. It has been only marginally successful in that effort and its attitude toward public library service remains essentially provincial. TPL is dominated by the caliber of its central collection and, in comparison, its branches are generally weak. As the major reference and research collection in the region, it has tended to assume a passive position regarding users--i.e., those who need the library will come to it.

Few in the county have disputed the "logic" of consolidating the public libraries. It is well recognized that the division of the county into three separate library service areas is artificial. The LCPL and TPL areas are not related to municipal limits or school district boundaries and in no instance does the service area of any of the libraries define the absolute limits of community interest or the basis for financial support. Moreover, since these libraries are financed by the county-wide intangibles tax, they are required by law to give service to residents throughout the county. The arguments against consolidation, therefore, have focused on whether or not it is the "right" thing to do. LCPL fears that its devotion to more personalized service might be smothered in a single system with a dominant central resource. SPL believes that it might easily come to be viewed as no more than another large branch in a county-wide system. TPL is less concerned with the effect of consolidation on its image than with the administrative problems that would be associated with such a move. In summary, consolidation raises the possibility of one large bureaucratic system, dominated by a single viewpoint, that is unable to maintain the same total level of professional creativity, staff enthusiasm or community identity that characterizes three independent, and somewhat competitive, libraries.

We believe the long-term advantages of consolidating the three libraries justify the risks inherent in such a move. Those advantages are related to the thinking that underlies the library profession's devotion to the concept of systems. A tie-in to major facilities, collections and personnel without unnecessary duplication is seen as the only legitimate way to provide the people with access to the depth and breadth of resources and services that is the right of all. Completely independent libraries duplicate resources and services without achieving this requisite depth and breadth. The discussion at the beginning of this chapter demonstrated that whereas the resources in the county meet minimum standards for a single library system, they are insufficient in at least two cases to support several separate library operations. In other words, a consolidation of the three libraries would provide library officials with an administrative organization that could capitalize on the strengths of each of these institutions for the benefit of the entire county. This does not mean that consolidation, per se, would immediately improve the caliber of resources and services available throughout the county. It does mean, however, that in the long run a single library system would be able to achieve more for each dollar of support than would two or three independent libraries sharing that same dollar. These advantages are not easily simulated by cooperative programs, as past experience in Lucas County testifies. The simple fact is that the three public libraries have in general shown little desire to coordinate their efforts and pool their resources in the past.

The potential disadvantages of consolidation in Lucas County theoretically relate to problems of size; "theoretically" because it is clear that the single system that would result from a merger of these libraries would be small when compared to many others in the United States that function with efficiency and effectiveness. In reality, then, the dangers of consolidation hinge most directly on how the new system is implemented and managed, and by whom. We believe that the three libraries contain more than sufficient quality of leadership and professional dedication to carry out a foresighted and successful implementation of a consolidated library system. The latter part of this chapter proposes one plan that might be adopted to achieve that goal.

R2. The public libraries should gradually discontinue their present service to schools and use the resources thereby released to provide a larger array of services for the entire community.

At present, substantial resources and staff energies in Lucas County's public libraries are being diverted from the basic functions of these institutions in order to give service to schools. This, not withstanding the fact that, for the most part, librarians and educators have long agreed that school library service can best be provided by schools themselves. It is important that the three public libraries realize they cannot continue to provide both school and public library service in the county without failing to some degree in both roles.[3]

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[3] The libraries of Lucas County are not alone in this situation. The statewide study of library service in Ohio pinpointed school library services provided by public libraries as one of the major deterrents to the development of quality library service for all citizens.

As first steps, the following actions should be taken:

(1) The public libraries should confer with appropriate public and private school officials on a specific timetable for transferring to the schools themselves responsibility for all library services now being provided by the three libraries. Included in this program would be the withdrawal of SPL and LCPL from all school-housed branches.

(2) Collections in the SPL school branches, 92.5% of which are juvenile books, should be given to those schools. In addition, the portion of the collection in the Ottawa Hills branch of LCPL that is suitable for elementary school use should be left with that school.

(3) The present collection of the Schools Division of TPL as well as the LCPL school bookmobile collection should be utilized as follows:

    (a) To bring the present children's collections in each public library agency in the county up to full strength by filling in with needed titles and duplicates.

    (b) As an incentive to accelerate the development of public school libraries, by providing substantial collections to schools either unconditionally or as a reward to those schools making the greatest effort in the establishment of central libraries.

(4) The three LCPL bookmobiles presently used for school service should eventually be employed for county-wide community use. For the present, all bookmobiles should continue to operate out of LCPL headquarters. However, at some future time, the possibility of having them also operate from SPL and TPL should be explored.

In no instance should the complete withdrawal from school library service take longer than five years.

R3. Public libraries in Lucas County should make greater use of interlibrary loans as a means of increasing the resources available to their patrons.

No one library or agency can be expected to meet fully the needs of every reader. The user survey of Lucas County's public libraries revealed that of all library visits made to obtain specific materials or information (an estimated 70-80% of all visits), 37.6% were adjudged less than completely satisfactory by the patron. The three libraries in Lucas County appear to make little use of interlibrary loans in meeting patrons' demands: e.g., in 1967 the three borrowed a total of 152 items for their readers.

In order to remedy this situation, the libraries should undertake the following:

(1) Initiate training programs aimed at changing staff attitudes on public service and bringing about better motivation. Too often such programs are limited to making staff members technically more competent.

(2) Explore methods of increasing interlibrary loans to and from the county's special and academic libraries whose holdings total almost three-quarters the number held by the three public libraries.

(3) Establish a regular schedule of interlibrary delivery and pickup among the three libraries and, as rapidly as interlibrary loan volume justifies, to other types of libraries in the county. Service should be provided no less often than three times per week.

R4. In order to increase interlibrary communication and provide a mechanism for coordination, joint long-range planning and shared services, librarians from all types of libraries in northwestern Ohio should form an Information Services Council.

At present, there appears to be little real interlibrary cooperation among the different types of libraries in this part of the state except for an occasional interlibrary loan or patron referral. Our interviews during this study indicate that librarians often lack concrete knowledge about libraries other than their own, frequently do not understand the purposes and problems of other libraries and, in some cases, are unaware of available services. The Information Services Council should serve to remedy this situation. The council should be supported by a realistic dues structure for the member institutions and, in addition, should seek federal, state and private grants. A paid staff should initiate the following kinds of activities:

(1) Planning for the future development of resources in the area, including the preparation of joint

book selection policy statements which should describe the role each of the various collections is expected to play in the region's total program of service.

(2) Joint projects of bibliographic control and resource identification such as union catalogs, union lists of serials and specialized indexes.

(3) The eventual development of a materials examination center to serve libraries of all types.

(4) Programs designed to increase access for users and to make them more aware of the resources available in the member libraries.

R5. Library officials in Lucas County should develop their plans for the future in light of the evolving Ohio Library Development Plan.

The Ohio Library Association and Ohio Library Trustee Association are currently preparing the Ohio Library Development Plan, the fifth draft of which has only recently appeared. At this point the Plan calls for cooperative programs involving two or more counties to be organized into Area Library Service Systems. The Plan states, "In regions where a strong resource library is located, that library might be designated as a center from which the Area Library Service Systems would purchase desired services and resources on a contract basis." In addition to the area systems, the Plan calls for the development of a reference network that would utilize the resources of major metropolitan and university libraries in meeting specialized information needs.

Although the Plan is not yet in its final form, and substantial portions will require legislative action, it is not too early for librarians and library board members in Lucas County to undertake the following:

(1) Become fully conversant with the Plan and its development.

(2) Maintain liaison with the State Library, which will be responsible for the implementation of the Plan, to insure that this agency remains currently informed on the development of library service in the county.

(3) Inform local legislators about the Plan and its importance for library service in Lucas County.

Adequate Facilities, Collections and Personnel

The following three recommendations for facilities, collections and personnel assume that the proposed county-wide public library system should aim to meet the overall standards established for systems by the ALA as well as the standards for individual agencies identified in the TRAPA report.[4]

Both LCPL headquarters and SPL Main should be developed as regional libraries. The four LCPL branches (other than the present school branch which should be closed) should be developed as suburban libraries, while branches in the present TPL service area should be developed as urban branch libraries. Two of the LCPL agencies--Reynolds Corners and Washington--will probably change in function from suburban libraries to urban branch libraries as the city grows. When this occurs, these two agencies should be brought up to TRAPA standards for urban branches. The school branches in the present SPL service areas should be closed. For the foreseeable future, extensions of library service in the Sylvania area should be accomplished with bookmobiles.

> R6. Plans for library facilities in the next 10-15 years should be concerned mainly with upgrading existing structures. In addition, community bookmobile service should be expanded to include areas throughout the county.

Present library coverage in the county as provided by the number of existing facilities is judged adequate for the population being served. Moreover, it is likely that this coverage will be sufficient for the county's population through 1985. Although portions of both Monclova and Providence townships that are now outside the service radius of any agency are forecast for relatively heavy development, it does not appear that either of these areas will soon be populated heavily enough to support an additional facility. However, this judgment must be re-examined upon completion of the TRAPA Master Plan, since the Plan's zoning and subdivision ordinances could concentrate future growth in the county in and around these townships. If such is the case, the possibility of a branch in Providence Township should be explored.

As the three bookmobiles presently being used for school service are released from this activity, community bookmobile service can be expanded to handle future population increases not only in LCPL's present service area but also in SPL's and TPL's.

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[4] The TRAPA floor space standard for suburban libraries probably should be amended from 6,000 square feet to 8,000 square feet to be consistent with the standards for urban branch libraries.

In order that they be minimally adequate even for present population needs, improvements must be made on many of the buildings that will constitute the county-wide system. A number of facilities are quite old--six were built between 1918 and 1925--and 13 of them are undersized according to minimum TRAPA standards. It is conceivable that one or more of these agencies might be closed. This would not necessarily affect the degree of library coverage in the county since, as shown in Plate III-2, the service areas of several of the existing agencies overlap. Although this study turned up no compelling reasons for closing any of the agencies (other than those housed in schools), the cost of improvements that will be needed to bring some agencies up to standards might make their continued existence inadvisable.

The following steps should be taken by library officials in regard to providing adequate library facilities in Lucas County for the future.

(1) Modernize or re-build the older agencies that will be kept in use. Plans for remodeling should follow a careful weeding of these agencies' collections by a team of specialists culled from the libraries' staffs. There is some reason to believe that at least a few facilities may be overcrowded with material not actually required in their service programs.

(2) If they are to continue in use, enlarge the buildings of SPL Main, Birmingham, Jermain, LaGrange-Central, Locke, Mott, Oregon, Point Place, Reynolds Corners, South, Toledo Heights, Washington and Waterville to meet TRAPA minimum standards.

In implementing both (1) and (2) above, consideration should be given to the adoption of a policy that would exclude the construction or remodeling of any facility that would contain less than 8,000 square feet, unless designed to serve a small isolated population, such as a ghetto population, which does not move far from its neighborhood. Even in those cases, the utilization of rental space or bookmobile service should be explored prior to committing capital outlay funds.

(3) Wherever possible, provide or expand parking areas at those agencies now without adequate facilities. In particular, TPL Main, which is fortunate in having the opportunity to provide greater parking facilities, ought to do so.

(4) Review the TRAPA Master Plan when it becomes available and meet with TRAPA officials to determine the effect of the Plan on future development in the county. This information should be used as a supplement to data contained in this report.

R7. The development of collections for the library system in Lucas County should be built around the strength of existing resources.

Library users in Lucas County have access to some outstanding public library book collections which, taken as a whole, exceed the admittedly high standards of the American Library Association. This is a reflection of the fact that the collection at TPL Main is the strongest resource in northwestern Ohio. In future years, the following steps should be taken to maintain the high level of this collection and provide for the strengthening of other agencies' collections throughout the county:

(1) Make provision in the county-wide library budget for the continued growth and development of the collection at TPL Main.

(2) Reduce the proportion of juvenile books added to the collections of the other agencies in the county.

(3) Enlarge the book collections at the following agencies (if they are to be kept in use) in line with TRAPA recommendations--SPL Main, Birmingham, Mott, Oregon, Reynolds Corners, South and Waterville.

(4) Expand the system's periodical collection to meet ALA standards.

(5) Review policies regarding audio-visual collections. If the system does not intend to duplicate the Museum of Art's collection of musical recordings, this collection should in some way be made more accessible to the public, possibly by providing system employees to staff it during hours it would otherwise be closed.

R8. A vigorous recruitment program should be initiated for the purpose of obtaining professional staff members to replace those who will be retiring in the near future.

As noted in Chapter III, about one-quarter of the present professional staff in the county's public libraries will reach retirement age during the next ten years and an additional 17% of the staff will become eligible for retirement within the five years after that. Library officials should now begin discussions aimed at solving the serious recruiting problem which will confront the county's libraries. (Although this study did not include detailed examinations of each of the three libraries' internal operations, it does appear that prompt attention must be given to improved salary levels, especially for the lower and middle professional grades; to affecting some redistribution of personnel throughout the proposed county-wide system; and to improved utilization of the existing total professional and clerical manpower force.)

In planning for the future recruitment and deployment of staff, the county-wide system should strive to include on the staff of each agency at least one MLS professional with experience in adult services work.

Enlarged Scope of Services

Recommendations (9) and (10) are aimed at increasing the use of the county's public libraries as well as reaching a more representative share of the county's population.

R9. Programs and services should be developed that will encourage library use by groups making only minimal use of public libraries in Lucas County at present.

Data presented in Chapter III showed that public library users in Lucas County do not represent a cross section of the county's population. The user group was found to be biased towards students, females, "white collar" workers and persons of more education and higher income. In an effort to reach a wider audience, suggestions follow which are aimed at providing service specifically to older citizens, "blue collar" workers, the disadvantaged, inmates and patients of institutions, and community groups and organizations.

(1) Older Citizens. Public libraries have a special responsibility to older citizens since this is probably the only type of library that serves this particular age group. In order to increase service to older citizens, the proposed county-wide system should initiate the following kinds of endeavors:

(a) Develop promotional activities to inform older citizens of the services and materials available to them.

(b) Establish contacts with other social agencies and institutions serving older people to inform them of the libraries' programs and to learn more about the problems and needs of this age group.

(c) Undertake a careful review of materials selection policies to insure that these policies consider the needs and attitudes of a group of people whose reading habits and tastes were largely established in the first quarter of this century.

(d) Provide specialized training for staff members in meeting, understanding and serving old people. The problems of old age are myriad and library staffs should be trained to respond to them.

(e) Identify and develop programs especially designed to appeal to older citizens. In many cases the library will want to investigate contributing to the programs of other agencies rather than initiating its own efforts. Program content and audience appeal should receive far greater consideration than sponsorship.

(f) Undertake special studies of this age group to determine the best methods of providing its members with library service. Considering that many older people have limited mobility, and that many suffer from declining health and need special materials, innovative experiments like the "Books by Mail" program now underway at the San Antonio Public Library should be instituted. Possibly the development of special services such as reading programs on the radio could also be initiated.

(2) "Blue Collar" Workers. Although "blue collar" workers traditionally have been among the least active users of libraries, statistics indicate that this employment category is the most productive in developing library users. Given the strong industrial base in Lucas County, programs of service to industrial workers should receive strong emphasis. The countywide library system should undertake the following activities to increase usage by workers:

(a) Establish liaison with labor groups, vocational training schools and other organizations concerned with the education of workers to (i) learn ways in which the library can serve them and (ii) inform these groups of available library services.

(b) Assign specific responsibility for liaison between the library and labor groups to a professional staff member.

(c) Examine materials collections and selection policies to insure that vocational material is not manager-oriented and that non-vocational material that would appeal to less well educated citizens is available throughout the system's agencies.

(3) The Disadvantaged. Public libraries in Lucas County, as in most of the nation, appear to be providing very limited service to the disadvantaged. The data on education and family income presented in the study of users indicate that the impact of current library service on persons at the lower end of the educational and economic scales is almost negligible. Although the libraries have shown increased interest in initiating and maintaining service to the disadvantaged, they have not as yet undertaken a major commitment to this segment of the county's population. As a first step, public library authorities in the county should pursue the following:

(a) Begin serious discussions with as many groups and individuals as possible about the specific services which the library should attempt to provide. These discussions should not be conducted with or in the context of the programs of existing social agencies, but should be undertaken with the disadvantaged themselves and with their formal and informal leadership. From these discussions a plan of priorities and needs should be developed.

(b) Contact the agencies administering aid and assistance to the disadvantaged, particularly those established under the Economic Opportunity Act, the Older American's Act and the Model Cities program. Experience elsewhere indicates that establishing a library component in these programs will not be an easy task. It will require perseverance, patience and a willingness on the part of the library staff to re-think some of its traditional policies.

(c) Re-examine all library procedures that apply to borrower contact to insure that these do not create barriers to effective service.

(d) If the library is to make a real contribution to those citizens for whom reading is frequently a burdensome chore and in whose social milieu the possession of "book knowledge" is not commonplace, it will have to alter some of the prevailing book selection policies. The library should develop a plan for depositing collections of uncataloged paperbacks and AV materials in neighborhood centers. The materials in these collections should be selected by community representatives, such as those affiliated with local OEO programs.

(e) A far-reaching program of in-service training will be required to prepare staff to meet and deal comfortably with users not displaying the usual characteristics of library patrons. Such a program should be conducted with staff assistance from local social service agencies and neighborhood councils.

(4) Inmates and Patients of Institutions. The county-wide library organization should include an extension unit devoted to providing services to the patients and inmates of public and private institutions such as jails, detention homes, hospitals, nursing homes and mental hospitals in the area. Such services should make maximum use of the available bookmobiles. They should not be staffed with volunteers.

(5) Community Groups and Organizations. The survey of social and community agencies, as well as interviews with librarians, indicated that these agencies make only minimal use of available library services. In order to provide for increased use by these agencies, and also their clients, the following actions should be taken:

(a) Increase the personnel and financial resources allocated to the community coordinator function.

(b) Develop a program of regular visits to social agencies by library personnel. These visits would be for the purpose of briefing the agency staff on the library programs available to the agency and its clients. In addition, the visits would provide the library's staff with an opportunity to learn more about the agency's programs.

(c) After more detailed knowledge is obtained on social agencies and their programs, brochures should be prepared describing the services particularly suited to these agencies.

(d) Evaluate the agencies' suggestions for future services such as for a "loan library" for a summer camp program, being able to pick up films at branches, and for bookmobile service to homes of the aged.

R10. A library promotion effort should be developed and maintained under the guidance of a professionally trained public relations person.

Library service in Lucas County would benefit greatly from a more frequent and consistent interpretation of the library's program in the many communities the library will be attempting to serve. The directors of the three libraries are very aware of this need and have themselves attempted to fill the gap by providing radio programs, occasional television appearances, news copy, flyers, brochures and similar material. However, the time and attention that a library director is able to give to this type of activity can never be sufficient to provide the continuity and consistency which a successful public information program requires.

The person hired to develop this program will want to pursue the use of television and newspapers. The libraries' employment of both media is currently quite limited. In fact, the study on library communications undertaken as part of the statewide study of libraries in Ohio indicated that newspaper coverage on library services in Lucas County was significantly lower than for other counties of similar size. Ultimately, the recommended program should give specific attention to those media that will best reach the special audiences outlined above. There is little point in expending effort to reach those segments of the population already making substantial use of the library.

IMPLEMENTATION

The previous section made recommendations for the future organization of public library service in Lucas County; for the long-range development of facilities, collections and personnel; and for the initiation of an expanded scope of services. The discussion below focuses on the question of how this proposed plan for public library service should be implemented. This includes matters of technique, staffing and timetable; costs; and the provision of mechanisms for a continuing review and evaluation of the progress achieved.

It is clear that the various recommendations advanced were not presented in the order in which they are expected to occur. The likely sequence of events might be summarized as follows: (1) the three library boards officially consolidate, although the three libraries continue for the present to operate independently; (2) the new board assumes responsibility for directing efforts in setting up the new system and initiates its search for a system director; (3) staff members from each of the libraries work on two parallel efforts--one devoted to aspects of public library service, the other to internal administrative issues; (4) the director takes office; (5) based on the joint efforts of the three libraries' staffs, the system director presents recommendations for a unified and imaginative service program, as well as for revisions in internal organization and operating policy; (6) these proposals are reviewed and acted upon by the board of the county-wide system; (7) within two to three years of the creation of the consolidated board, the new system assumes an identity of its own as its structure and operating procedures are finalized; (8) the system staff attends to the upgrading of certain facilities, collections and personnel during the ensuing 5-10 years; (9) periodically, progress is reviewed and new directions for growth identified.

Technique, Staffing and Timetable

The legal mechanism for establishing a single public library system in Lucas County is well known. In effect, it entails the resignation of the three existing library boards and the appointment of a new, seven-member county district library board.[5] Four of these trustees would be appointed by the County Commissioners and three by the Judges of the Common Pleas Court. (They would be appointed for staggered terms.) We believe it is highly desirable that this mechanism be employed at the earliest possible date.

At the outset, the new board will have to assume substantial responsibility for initiating the actual conversion of the three independent institutions into a single functioning organization. This is a consequence of the fact that the board will want to move with some caution in its selection of a director for the county-wide system. During the months that will be required for the board to interview and evaluate candidates for this position, the board should require that the directors and staffs of LCPL, SPL and TPL work in committee fashion to begin to develop the detailed plans for effecting the consolidation. In this way, the unique talents and experience of each of the library directors would be effectively utilized in the formation of the proposed system and implementation would not be unduly delayed by the recruitment of a system director. We envision that the board would request two parallel endeavors: first, the three directors should appoint task forces (consisting either of qualified individuals from one or the other of the libraries) charged with responsibility for the preparation of unified plans for the major components of the system's public services;[6] second, the directors should initiate inquiries into the administrative aspects of consolidation.[7]

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[5] In all likelihood, these seven individuals would be chosen from among the trustees currently serving on the three libraries' boards.

[6] This would include children's and young people's services, adult services, reference services, extension services, community services and materials selection.

In all probability, the system director will have been hired within six months to one year following the consolidation of the three existing boards. Once the director takes office, the board should require that he provide it with recommendations for the internal organization and program priorities of the county-wide system. The new director's ability to respond to this request will be greatly expedited by the on-going inquiries of the three library staffs into the public service and administrative implications of consolidation.

Within two to three years following the establishment of the county-wide board, the basic structure and service programs of the new system should be completely resolved. At that time, the organization of the system might resemble that shown in the chart on the following page.

Many of the tasks that will confront the board, the three library directors and their respective staffs, and the system director in developing an integrated approach to public library service in the county will require time-consuming and painstaking effort. The centralization of the libraries' technical service operations, for example, will have to follow careful study of the cataloging and other procedural differences that need to be resolved. Others lend themselves to prompt action and should be implemented early, even before the new director is secured, if that is possible. Examples of the latter include:

- use of a single county-wide borrowers' card system;
- development of a meaningful interlibrary loan program which would permit prompt delivery of materials from one library to another on at least a three-times-per-week basis;
- introduction of procedures which would permit users to borrow and return materials at any point in the system;
- development of a single book review and selection procedure (this recommendation contemplates far more than one library merely inviting other libraries to participate in its book review meetings);
- initiation of joint discussions of the role which the library system in Lucas County can play in the

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[7] These should cover personnel policies, business office operations, technical processes and public relations efforts.

Chart V-1

HYPOTHETICAL ORGANIZATION C

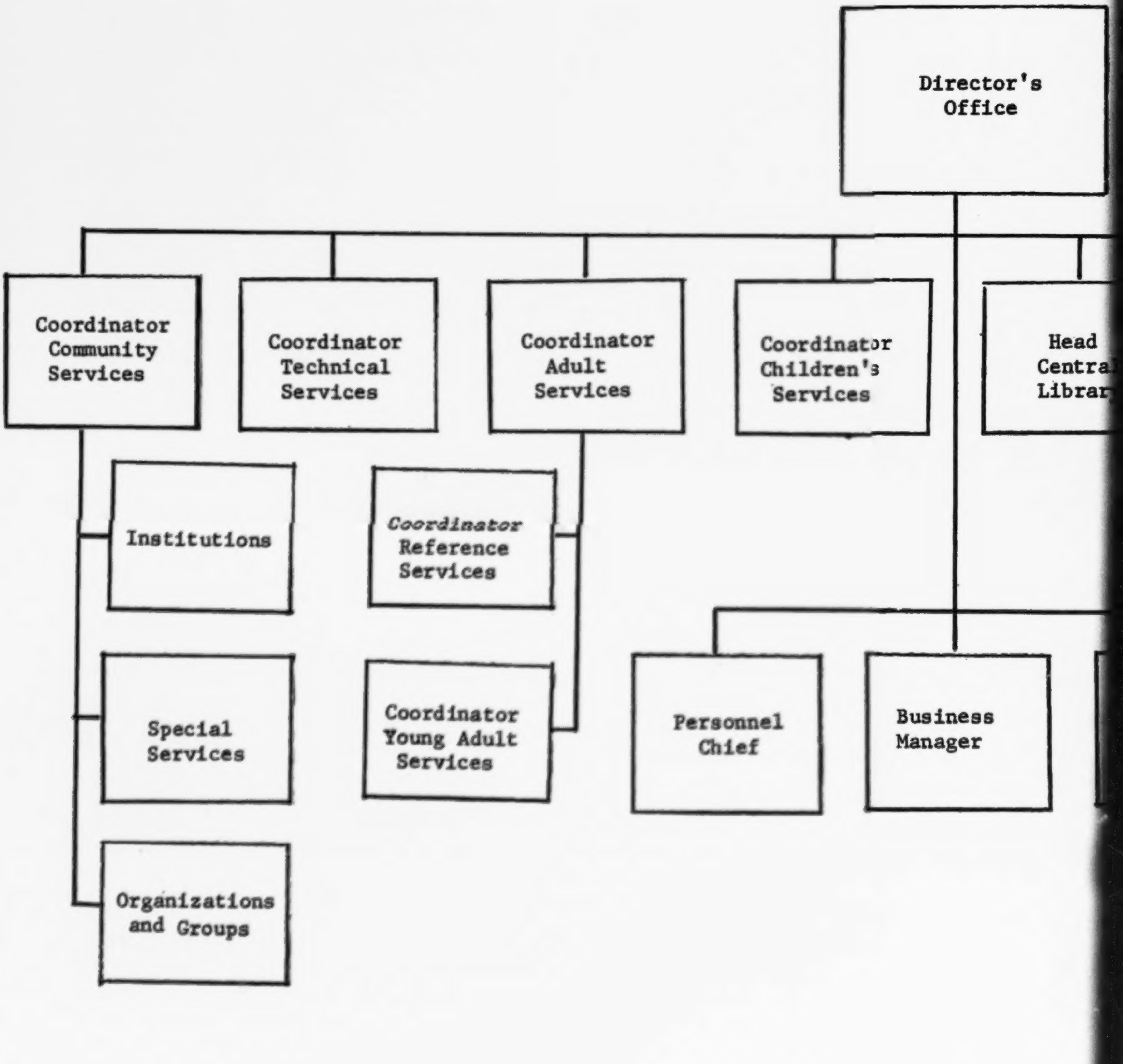
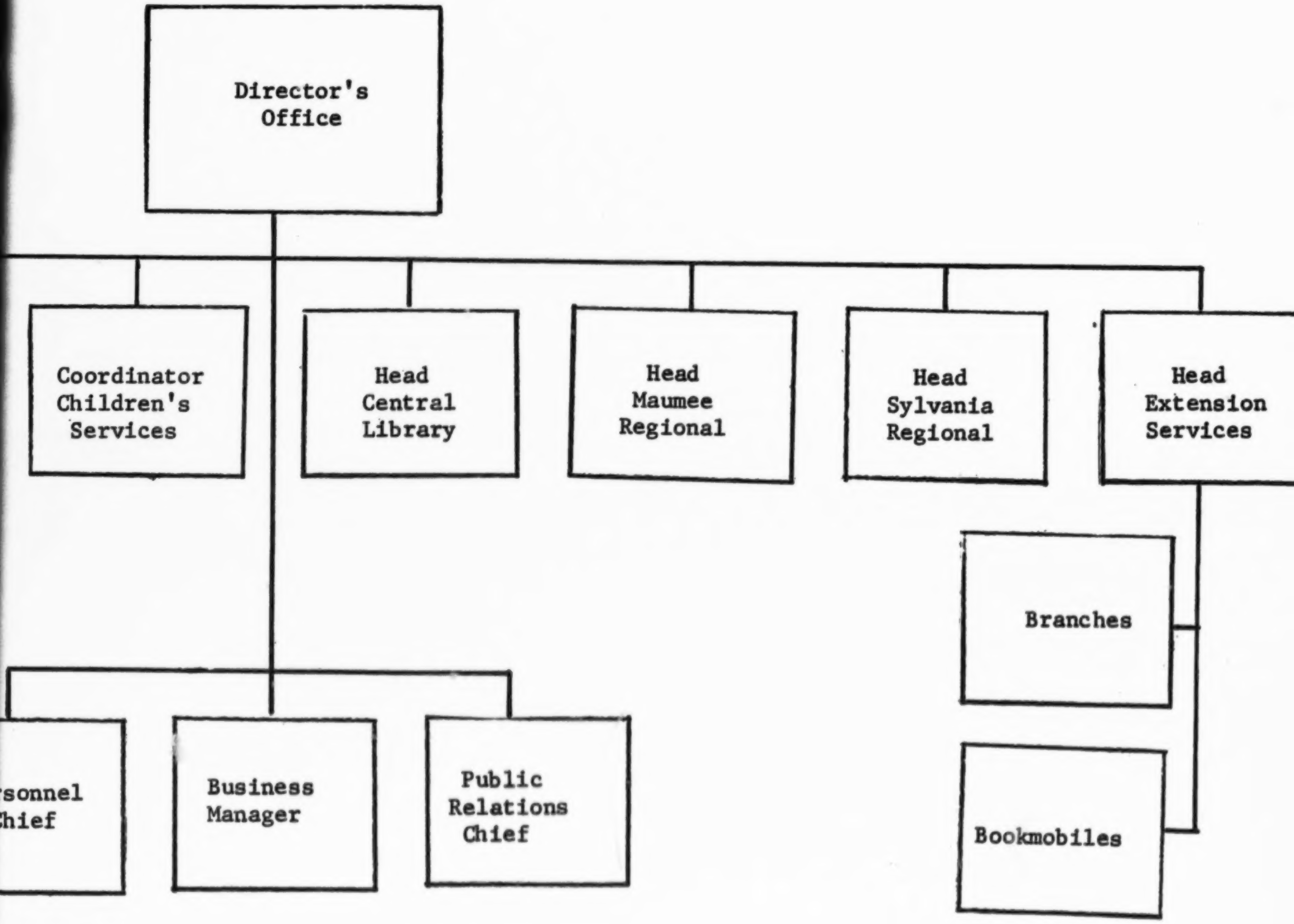

Director's Office
Coordinator Community Services
Coordinator Technical Services
Coordinator Adult Services
Coordinator Children's Services
Head Centra Librar
Institutions
Special Services
Organizations and Groups
Coordinator Reference Services
Coordinator Young Adult Services
Personnel Chief
Business Manager

Chart V-1

HYPOTHETICAL ORGANIZATION CHART


Director's Office
Coordinator Children's Services
Head Central Library
Head Maumee Regional
Head Sylvania Regional
Head Extension Services
Branches
Bookmobiles
rsonnel Chief
Business Manager
Public Relations Chief

proposed statewide development plan; and

- implementation of several of the in-service training programs recommended in the section on expanded service.

Costs

The recommendations that have been included in the proposed plan for public library service in Lucas County do not necessitate an immediate and substantial increase in expenditures. This is, of course, a consequence of the fact that those recommendations concentrate on the utilization of available resources, not on the introduction of greatly expanded resources.

In the process of consolidating the three libraries, it will be necessary to effect some redistribution in the allocation of the total county-wide library budget in favor of the population in the present LCPL service area and, to a lesser extent, the SPL service area. Secondly, it seems clear that the county-wide library system will need to enjoy some immediate, though moderate, increase in the share of the intangibles tax devoted to the provision of library service. These additional funds will enable the system to establish the several new positions recommended in this report and provide certain essential salary increases.

In the years ahead, however, the county library system will be confronted with the need to expand collections, and to modernize and enlarge facilities. These efforts will necessitate allocations from the county above and beyond the annual increases in the system's budget that are required merely to maintain the quality of existing services.

Mechanisms for Updating the Plan

Ideally, the program presented in this report constitutes only the first stage of long-range planning for library service in Lucas County. In order to remain viable, the plan must be regularly reviewed and updated in the light of the most current information available on the community and the library.

This updating consists of a two-pronged approach, paralleling that used during this study: first, it necessitates an on-going review of developments in the county; and second, it requires that the staff periodically examine existing library conditions in light of those developments. To accomplish the first phase, meetings should be held with officials from TRAPA and other planning agencies in the county, new zoning ordinances and subdivision regulations should be reviewed; and all population projections made for the county and/or the political divisions within the county should be studied. The second task would probably best be served if the system assigned specific responsibility for the collection of necessary data on users and on the condition of the library's facilities and resources to a professional staff member (such as an administrative assistant to the director for research and development).

* * * * * * *

For much of its history the American public library has evaluated its success in terms of the service given each reader entering the door. Great importance was attached to the number of reference questions that were answered for him and the number of books loaned to him. Increasingly, the public library must add new dimensions to its scope of interests. Does it reach all segments of the population? Does it satisfy all of their needs equally well? To what degree does the library connect the local user to whatever specialized resources can best serve his needs? We have tried to propose a new vitality of public service wherein this newer dimension becomes the prime focus for library officials in Lucas County in the decade ahead.

Appendix A

USER QUESTIONNAIRE

MAY WE HAVE A LITTLE OF YOUR TIME?

To help plan and improve our service, we are having a study done of the use of our library by those who are twelve years of age and over. This short questionnaire asks about your use of libraries and something about yourself. Will you help by spending the five to ten minutes required to fill out this questionnaire just before leaving the library today? Please feel free to make any comments and suggestions on the last page. Every question can be answered by either writing in your response in the space provided, or by circling a number. For example:

You are now-- (circle one number)

Inside a library in Lucas County.... [✓ 1]

Somewhere else..................... 2

You should ignore anything in the right-hand margin of the questionnaire; those numbers are used to help us process your responses. Please leave the questionnaire in the box provided at the exit. Thank you very much for your help.

1. Why did you come to the library today? (circle as many as apply)

To bring your child to the library........... 1 11/R

To meet or consult with friends.............. 2

To return books or other library materials.... 3

To study, using only your own material........ 4

To study, also using library material......... 5

To pick out general reading................... 6

To obtain a specific book..................... 7

To attend a book discussion................... 1 12/R

To attend some other library program.......... 2

To attend a group meeting at the library...... 3

To especially see an exhibit or display....... 4

To read magazines or newspapers............... 5

To just browse around......................... 6

To obtain materials or information on a specific subject.............................. 7

IF SO: what subject?________________

____

Some other reason............................. 8

IF SO: what is this?________________

____

2. If you came to the library today to get material or information, what was this mainly for? (circle as many as apply)

Your own personal reading	1	13
Your family's reading	2	
Your job	3	
Your school work	4	
Your club activity	5	
For another person	6	
Some other reason	7	

IF SO: please explain ____________________

____

____

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3. If you came to the library today to obtain some specific materials or information, were you completely, partially, or not satisfied? (circle one number)

Completely satisfied	1	14
Only partially satisfied	2	
Not satisfied	3	

IF YOU WERE ONLY PARTIALLY SATISFIED OR IF YOU WERE NOT SATISFIED, PLEASE ANSWER "A" and "B" ON THE FOLLOWING PAGE. IF YOU WERE COMPLETELY SATISFIED, PLEASE SKIP TO QUESTION 4.

3A. If you were not completely satisfied, why not?
(circle as many as apply)

15/R

The material wanted was not on the library shelves.............................. 1

The card catalog shows that the library doesn't own this material..................... 2

Couldn't find the material wanted............ 3

The material in the library was on too elementary a level............................ 4

The material in the library was on too advanced a level............................. 5

The material in the library was out of date... 6

The library doesn't have enough material of this kind........................... 7

Some other reason............................ 8

IF SO: please explain________________

____

____

3B. Do you plan to make any further effort to obtain the material or information you sought? (circle as many as apply)

16/R

YES: have asked library to reserve this material for me......................... 1

YES: have asked library to borrow this material from another library............ 2

YES: will come back to this library on another day and try again................ 3

YES: plan to go to another library myself..... 4

IF SO: what library?________________

____

YES: some other kind of effort................ 5

IF SO: please explain________________

____

NO: not that important....................... 6

NO: it's too late............................ 7

NO: some other reason........................ 8

IF SO: please explain________________

____

EVERYONE PLEASE ANSWER:

4. Did you consult a librarian for help while you were in the library today?
(circle one number)

NO.. 1

YES: and I was satisfied with the service received........................ 2

YES: but I was not satisfied with the service received.................... 3

IF SO: why not? ______________________

____

____

17/

---

5. What actual uses did you make of the library while you were here today?
(circle as many as apply)

Used reference books.......................... 1

Used card catalogs............................ 2

Used periodical indexes....................... 3

Received help or advice from a librarian...... 4

Consulted specific books or magazines in the library...................... 5

Read new issues of magazines or newspapers.... 6

Just browsed around........................... 1

Checked out books or periodicals to use outside the library............. 2

Checked out films............................. 3

Checked out recordings........................ 4

Looked at exhibits or displays................ 5

Some other use................................ 6

IF SO: please explain ______________________

____

____

None of the above............................. 7

18/

19/

6. Please indicate whether you are generally satisfied or not satisfied with each of the following additional aspects of the library?
(circle one number in each row)

	YES Satisfied	No Opinion	NO Not Satisfied	
A. PARKING: Can you find a place to park your car?	1	2	3	20/R
B. LIBRARY FACILITIES: Can you find a table to do your work?	1	2	3	21/R
Can you find a place to sit?	1	2	3	22/R
Is the library quiet enough?	1	2	3	23/R
Can you figure out the arrangement of this library?	1	2	3	24/R
Is the library comfortable enough? IF NOT: Please explain ________________ ________________ ________________ ________________	1	2	3	25/R
C. LIBRARY STAFF: Does the staff try to help?	1	2	3	26/R
Does the staff seem too busy to provide help or information?	1	2	3	27/R
Does the staff seem to know enough to provide useful assistance?	1	2	3	28/R
D. OTHER: Does it take too long to get material from the stacks?	1	2	3	29/R
Other problem? Please explain ________ ________________ ________________ ________________	1	2	3	30/R

7. Where did your visit to the library start from today? (circle one number)

Home	1	31/R
Work	2	
School	3	
Other	4	

IF SO: where?__________________________

____

---

8. How long did it take you to get here? (circle one number)

Less than 10 minutes	1	32/
At least 10 minutes but less than 20 minutes	2	
At least 20 minutes but less than 30 minutes	3	
At least 30 minutes but less than 40 minutes	4	
At least 40 minutes but less than 50 minutes	5	
At least 50 minutes but less than an hour	6	
More than an hour but less than an hour and a half	7	
More than an hour and a half but less than two hours	8	
More than two hours	9	

9. How far did you travel to get here? (circle one number)

Less than a mile	1	33/
At least a mile, but less than five miles	2	
At least five miles, but less than ten miles	3	
At least ten miles, but less than fifteen miles	4	
Fifteen miles or more	5	

---

10. Did you come by car, by bus, on foot, or some other way? (circle one number)

Car	1	34/
Bus	2	
Walked	3	
Other	4	

IF SO: how?________________________

____

---

11. Was your trip solely in order to visit the library, or was your visit done in conjunction with something else? (circle one number)

Solely to visit the library	1	35/
In conjunction with shopping	2	
In conjunction with some other activity	3	

IF SO: please explain____________________

____

12. Is this library the public library closest to your home?

(circle one number) 36/

Yes	1
No	2
Don't know	3

IF THIS IS NOT THE PUBLIC LIBRARY CLOSEST TO YOUR HOME:

Why did you come to this library instead of a closer one?

(circle as many as apply) 37/

Parking is better here	1
This library is larger and has more material	2
My local library is closed today	3
This library is closest to my school	4
This library is closest to my place of employment	5
I just happened to be near this library today	6
The service at this library is better	7
Some other reason	8

IF SO: what? ______________________________

____

13. About how often do you use this library? (circle one number) 38/

This is my first visit	1
I come once a week or more	2
I come once or twice a month	3
I come less than once a month	4

14. If you have made use of libraries in Lucas County other than this one in the last 12 months, please list these below and indicate how often you used them. Include any other public libraries, as well as school, college, and special libraries. (list and circle one number in each row)

	I USE THIS LIBRARY........			
LIBRARY:	Often	Occasionally	Only Once or Twice	
	1	2	3	39/
	1	2	3	40/
	1	2	3	41/
	1	2	3	42/

15. Finally, we would like to obtain some information about the people who use libraries in Lucas County. THERE WILL BE NO IDENTIFICATION OF INDIVIDUALS OR FAMILIES WHO FILL OUT THIS QUESTIONNAIRE. What is your sex? (circle one number)

Male.................................. 1 43/R
Female................................ 2

Your age at last birthday? (circle one number)

16 or less............................ 1 44/R
17 to 21.............................. 2
22 to 34.............................. 3
35 to 49.............................. 4
50 to 64.............................. 5
Over 65............................... 6

Last school attended? (circle one number)

Elementary............................ 1 45/R
Junior High........................... 2
High School........................... 3
College............................... 4
Graduate School....................... 5

Occupation? If a student, write that in and give the name of your school or college; if employed, give the usual occupational title (such as "teacher," "policeman," "engineer," "manager of hardware store, etc.); if unemployed, write that in and then indicate what it is you do when working; if retired, write that in and then indicate what you did prior to retirement:

46/R

Total annual family income in 1967? (circle one number)

Less than $3,000...................... 1 47/R
$3,000 to $4,999...................... 2
$5,000 to $7,499...................... 3
$7,500 to $9,999...................... 4
$10,000 to $14,999.................... 5
$15,000 or more....................... 6

Number of cars your family owns? (circle one number)

None.................................. 1 48/R
One................................... 2
Two................................... 3
Three or more......................... 4

16. Are you a resident of Lucas County? (circle one number)

YES (ANSWER PART A, BELOW)	1
NO (ANSWER PART B, BELOW)	2

A. IF YOU ARE A LUCAS COUNTY RESIDENT:

What city or township do you live in?______________________

____

How long have you lived at your present address? (circle one number)

Less than a year	1
One to five years	2
Five to ten years	3
Ten to twenty years	4
Twenty years or more	5

Where did you live prior to moving to your present address? (circle one number)

In Lucas County	1
Elsewhere	2

IF SO: where?______________________

____

Where in the area is your place of employment or business? (if not employed or working, please indicate)

____

____

B. IF YOU ARE NOT A RESIDENT OF LUCAS COUNTY:

Where do you live? (circle one number)

Wood County	1
Ottawa County	2
Henry County	3
Fulton County	4
Monroe County, Michigan	5
Lenawee County, Michigan	6
Elsewhere	7

IF SO: where?______________________

____

17. Have you filled out this questionnaire before? 55/

(circle one number)

YES, at this library	1
YES, but at another library in Lucas County	2
NO	3

18. What time is it now? 56/

(circle one number)

8 A.M. - 9:59 A.M.	1
10 A.M. - 11:59 A.M.	2
12 Noon - 1:59 P.M.	3
2 P.M. - 3:59 P.M.	4
4 P.M. - 5:59 P.M.	5
6 P.M. - 7:59 P.M.	6
8 P.M. - 9:59 P.M.	7

YOUR COMMENTS AND SUGGESTIONS:

(What services do you most appreciate? What do you need libraries for most? How can library service be improved? Please be frank.)

57/

The purpose of this questionnaire, and the survey of which it is a part, is to find and recommend ways to improve and extend library services in this area. Thank you for helping us with this work.

Appendix B

USER QUESTIONNAIRE ANALYSIS

Appendix B

USER QUESTIONNAIRE ANALYSIS

As part of the effort to learn about library service in Lucas County, a questionnaire was drawn up that was intended to serve three purposes:

(1) To determine who the users of the three public libraries in Lucas County are;

(2) To determine the library services that are used, as well as the degree of satisfaction associated with library use; and

(3) To determine how patrons travel to the library.

Copies of the questionnaire were distributed at the main building of the three libraries as well as the branches of both TPL and LCPL to every person twelve years of age and older who entered the library on each of six days picked for the survey. The six days were each a different day of the week (Monday through Saturday) spread over a period of five weeks from April 16 to May 13, 1968.[1]

A copy of the questionnaire appears in this appendix.

RETURNS

The library patron was asked to fill out the questionnaire and then place it in a box provided for that purpose near the exit. Table B-1 shows the attendance of persons twelve and older at each library agency for the six days of the survey, along with the number of questionnaires that were completed and returned. As reported in the table, over the six days of the survey, 82% of the eligible patrons at LCPL and 95% at SPL completed and returned a questionnaire. Statistics on daily attendance were not kept at all of the TPL agencies. Based on data from TPL agencies that did keep attendance records, an estimated 68% of eligible patrons at TPL returned a completed questionnaire. For the three libraries combined, the rate of return was 72%.

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[1] The actual days of the survey were April 16 (Tuesday), 17 (Wednesday), 25 (Thursday) and May 4 (Saturday), 10 (Friday), and 13 (Monday).

TABULATION

As shown in Table B-1, 12,161 questionnaires were completed and returned. Of these, 8562 (70.4%) were from TPL, 3002 (24.7%) were from LCPL and 597 (4.9%) were from SPL. A sample of 1968 of these questionnaires was drawn for data processing. Table B-2 gives the number of questionnaires from each library that was included in the sample. No library was represented by less than 50 questionnaires. When the data from these questionnaires were run, responses from each library were weighted to make them equal responses in the total returns.

Responses were tabulated by individual library, with subtotals for the LCPL and TPL agencies.

Since one purpose of this questionnaire was to determine the reasons for which libraries in Lucas County are being used, patrons were asked to fill out a questionnaire each time they came to the library during the six days of the survey. Responses to the questionnaire, therefore, represent visits to a library, not individual patrons. However, not many patrons filled out more than one questionnaire. In answer to the question as to whether the respondent had completed a copy of the questionnaire before, 92.1% of the questionnaires reported "no."

FINDINGS

The remainder of this appendix gives the findings from the tabulation of answers to the questionnaire.

Reasons for Library Visits

Patrons were asked to indicate the reason, or reasons, they had come to the library that day by checking one or more of the following 15 reasons: "to bring your child to the library," "to meet or consult with friends," "to return books or other library materials," "to study, using only your own material," "to study, also using library material," "to pick out general reading," "to obtain a specific book," "to attend a book discussion," "to attend some other library program" "to attend a group meeting at the library," "to especially see an exhibit or display," "to read magazines or newspapers," "to just browse around," "to obtain materials or information on a specific subject," and "some other reason." Responses were tabulated by (1) the number of reasons checked for each visit and (2) the number of times each of the 15 different reasons was checked.

Of all visits represented in the survey, 33.0% were made for only one reason, 30.8% for two reasons, 19.8% for three reasons, 10.2% for four reasons, 3.8% for five reasons, 1.1% for six reasons, 0.9% for seven reasons, 0.3% for eight reasons, 0.1% for nine reasons, and less than 0.1% for ten reasons. No visits were made for any more than a total of ten reasons.

Table B-1

ATTENDANCE AND NUMBER OF QUESTIONNAIRES RETURNED AT LUCAS COUNTY PUBLIC LIBRARIES DURING USER SURVEY

Library	Attendance	Number of Questionnaires Returned	Returned Questionnaires as a % of Attendance
TPL			
Main	4,251	2,526	
Birmingham	243 (est.)[a]	177	
Heatherdowns	1,493 (est.)[b]	1,128	
Jermain	117	94	
Kent	229	191	
LaGrange-Central	346 (est.)[c]	275	
Locke	849	572	
Mott	309	276	
Point Place	504 (est.)[b]	504	
Sanger	1,687 (est.)[b]	1,225	
South	422 (est.)[a]	307	
Toledo Heights	489	278	
West Toledo	1,577	1,009	
Total	12,552	8,562	68.2%

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[a] No data on actual attendance; estimate based on ratio of attendance to questionnaires returned at other TPL branches.

[b] Estimate based on attendance data available for five of six survey days.

[c] Estimate based on attendance data available for four of five survey days the library was open. (LaGrange-Central is closed on Saturdays.)

(continued on next page)

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Table B-1
(continued)

Library	Attendance	Number of Questionnaires Returned	Returned Questionnaires as a % of Attendance
LCPL			
Headquarters	1,093	774	
Oregon	427	305	
Ottawa Hills	132	120	
Reynolds Corners	605	497	
Washington	1,127	1,079	
Waterville	267	227	
Total	3,651	3,002	82.2%
SPL			
Main	628	597	95.1%
Total for Three Libraries	16,831	12,161	72.3%

Table B-2

NUMBER OF QUESTIONNAIRES FROM EACH LIBRARY INCLUDED IN SAMPLE FOR DATA PROCESSING

Library	Questionnaires
TPL	
Main	408
Birmingham	50
Heatherdowns	132
Jermain	50
Kent	50
LaGrange-Central	50
Locke	71
Mott	50
Point Place	68
Sanger	145
South	50
Toledo Heights	50
West Toledo	128
Total	1,302
LCPL	
Headquarters	120
Oregon	50
Ottawa Hills	50

(continued on next page)

Table B-2
(continued)

Library	Questionnaires
Reynolds Corners	76
Washington	126
Waterville	50
Total	472
SPL	
Main	194
Total for Three Libraries	1,968

Comparing SPL and the totals for the LCPL and TPL agencies, there was about the same proportion of visits made for only one reason (35.7%, 34.2% and 32.3%, respectively). Visits for two reasons were spread over a somewhat wider range--27.1% for LCPL, 28.5% for SPL and 32.2% for TPL--as were visits for three reasons--SPL, 16.0%; TPL, 19.3%; and LCPL, 21.7%. The proportion of visits for four reasons was 9.6% for TPL, 11.6% for LCPL and 12.0% for SPL. Visits for one, two, three and four reasons accounted for 94.6% of all visits in LCPL, 93.4% in TPL and 92.2% in SPL. The most number of reasons for any visit was seven in SPL, nine in LCPL and ten in TPL.

The number of reasons per visit was similar for the three libraries--2.31 for both LCPL and SPL and 2.30 for TPL.

The tabulation of the number of times each of the 15 different reasons listed on the questionnaire was checked as a reason for visiting a library (reported in Table B-3) showed the following: 47.7% of the visits were made at least in part to return books or other library materials; 38.0% to obtain materials or information on a specific subject; 34.5% to pick out general reading; 31.3% to obtain a specific book; 20.5% to just browse around; 19.4% to study using library material; 13.4% to bring a child to the library; and 8.4% to read newspapers or magazines. The seven other reasons (to meet or consult with friends; to study, using only own material; to attend a book discussion; to attend some other library program; to attend a group meeting at the library; to especially see an exhibit or display; and "some other reason") were each cited for less than 5% of the library visits.

1. To Return Books or Other Library Materials (47.7%). LCPL and TPL, with 47.2% and 47.3% respectively, had nearly the same percentage of library visits made to return books; the percentage of visits at SPL for this purpose was somewhat higher--55.9%. Returning books or other library materials was the reason given most frequently for visits to all three libraries. Within LCPL, the percentage of visits at Ottawa Hills and Waterville to return books was higher than the average for all LCPL agencies combined--72.9% and 62.1% respectively. In TPL, the percentage of visits for this reason was lower than the library average at TPL Main (32.7%), Birmingham (37.9%) and Heatherdowns (41.5%), and higher than average at Toledo Heights (67.3%), Point Place (61.2%), West Toledo (59.4%), Locke (58.5%), Kent (57.2%), South (57.1%) and Sanger (53.4%).

2. To Obtain Materials or Information on a Specific Subject (38.0%). This is the second most frequently given reason for library visits in SPL and in the totals for LCPL and TPL. The proportion of visits made to each of these three libraries to obtain materials or information on a specific subject does not differ significantly. In LCPL, 40.1% of the visits were made for information on a specific subject; in SPL, 39.4% were for this reason and in TPL, 37.2% were for this reason. Within LCPL, the percentage of visits made for this reason was higher than the LCPL average at Washington (46.8%) and lower than average at Ottawa

Hills (22.0%), Reynolds Corner (29.0%) and Waterville (32.2%). In TPL, this reason accounted for a higher-than-average proportion of visits at TPL Main (48.4%), LaGrange-Central (44.8%) and Point Place (44.7%) and a lower-than-average proportion of visits at Heatherdowns (24.6%), Kent (24.6%), Locke (27.1%) and Mott (31.9%).

3. To Pick Out General Reading (34.5%). Picking out general reading was the third most popular reason at each of the three libraries and accounted for similar percentages of their total number of visits (TPL - 33.9%, SPL - 35.7% and LCPL - 35.8%). Within LCPL, the shares of visits made for this reason at Ottawa Hills, Waterville and Oregon were above the average for all LCPL agencies combined (50.8%, 48.0% and 42.0% respectively) and Washington, with 27.8%, was below average. In TPL, the individual libraries that had a smaller-than-average proportion of visits to pick out general reading were Mott (19.9%) and TPL Main (24.3%); those with a greater-than-average share of visits for this reason were Kent (49.2%), Toledo Heights (47.1%), Point Place (43.3%), South (42.9%), Jermain (41.9%) and Locke (41.5%).

4. To Obtain a Specific Book (31.3%). Visits to SPL and the LCPL and TPL agencies included fairly similar proportions of trips made to obtain a specific book (SPL - 27.9%, TPL - 31.1%, and LCPL - 32.5%). For each of these libraries, this reason ranked fourth in reasons for library visits. Within LCPL, Washington had proportionately fewer visits for this reason (27.0%) than all LCPL agencies combined while LCPL headquarters had proportionately more (42.1%). In TPL, two agencies had a higher-than-average proportion of visits to obtain a specific book (Point Place - 38.8% and Birmingham - 36.2%) and three agencies has a lower-than-average proportion (Jermain - 10.5%, Mott - 22.1%, and Heatherdowns - 23.0%).

5. To Just Browse Around (20.5%). In TPL, where browsing was the fifth most popular reason, 22.1% of the visits were made for this purpose; in SPL, where browsing ranked sixth, it accounted for 17.2% of the visits; and in LCPL, where it was seventh, it represented 16.5% of all visits. Two of LCPL's branches had a lower proportion of visits for this purpose than the average for the library--Oregon (7.9%) and Ottawa Hills (8.5%). At Reynolds Corners, visits that included browsing were proportionately higher than the average (24.9%). In TPL, three agencies had a higher-than-average proportion of visits for this reason--Heatherdowns (42.3%--perhaps partially because it had just opened and people were interested in looking around), Kent (36.9%) and Birmingham (28.2%) and four had a lower-than-average proportion of visits made for browsing--Mott (12.0%), South (12.3%), Locke (12.9%) and Point Place (16.5%).

6. To Study, Using Library Materials (19.4%). The three libraries exhibited no marked difference in the proportion of visits made to study, using library materials, even though this reason ranked fifth in both SPL and LCPL and sixth in TPL. Of all visits, 19.9% at LCPL were made for this purpose, 19.3% at TPL and 17.7% at SPL. However, significant variations did occur within LCPL and TPL. In LCPL, the proportion of visits made for this reason at Washington was higher than the LCPL average

(28.5%), while the proportion at Ottawa Hills and Waterville was lower than average (4.2% and 6.2%) respectively). In TPL, there were three agencies with a higher-than-average proportion of visits for studying, using library materials--Birmingham (32.2%), LaGrange-Central (26.7%), and TPL Main (26.3%) and three with a lower-than-average proportion of visits for this purpose--Locke (8.5%), Kent (10.2%) and West Toledo (13.3%).

7. To Bring Your Child to the Library (13.4%). The proportions of library visits to LCPL, SPL and TPL made for the purpose of bringing a child to the library were within fairly close range of each other. In LCPL (where this reason ranked sixth), the proportion was 16.7%; in SPL (where it ranked seventh), it was 15.0%; and in TPL (where it also ranked seventh), it was 12.2%. Within LCPL, Waterville had a higher-than-average proportion of visits made for this reason (22.0%) and Ottawa Hills and Oregon had lower-than-average proportions (8.5% and 10.2% respectively). In TPL, those with an above-average proportion of such visits were Heatherdowns (26.2%), Kent (22.5%) and West Toledo (17.9%) and those with a below-average proportion were TPL Main (3.0%), Jermain (4.7%) and Locke (5.7%).

8. To Read Magazines or Newspapers (8.4%). In both TPL and LCPL, reading magazines or newspapers was the eighth most popular reason for visiting the library and in SPL, it ranked ninth. TPL had 9.8% of its visits made for this purpose, LCPL had 5.3% and SPL had 4.7%. In LCPL, Ottawa Hills had no visits recorded for this purpose. In TPL, the proportion of visits made for this reason was higher than the TPL average at Birmingham (26.0%) and LaGrange-Central (20.4%), and lower than the average at South Branch (2.0%).

9. To Meet or Consult with Friends (4.5%). The proportion of visits made to meet or consult with friends at the three libraries did not differ much--in LCPL, it was 5.0%; in TPL, it was 4.4% and in SPL, it was 4.2%. Two branches--Oregon in LCPL and South in TPL--did not have any visits recorded for this purpose.

10. To Study, Using Only Own Material (4.5%). Visits to study, using only the patron's own material, were again proportionately similar for the three libraries (4.7% at both SPL and LCPL and 4.4% at TPL). Each of the 20 agencies in the survey had some visits recorded for this purpose.

11. For Some Other Reason (3.8%). The proportion of visits made for "some other reason" (that is, other than any of the 14 listed on the questionnaire) was 6.2% at SPL, 4.2% for LCPL and 3.5% for TPL. All agencies but Kent, Locke and Point Place in TPL reported some visits for "some other reason."

12. To Especially See an Exhibit or Display (2.1%). In TPL, visits to see an exhibit or display accounted for 2.5% of all visits; at SPL, this reason represented 1.5% of all visits; and at LCPL, it represented 1.3%. Of the six LCPL agencies, three (LCPL headquarters, Oregon and Reynolds Corners) had visits for this reason and, in TPL, all but one (South) of the 13 agencies had visits made for this purpose.

13. To Attend a Group Meeting at the Library (0.8%). The proportion of visits to attend a group meeting at the library was 1.6% for LCPL, 0.6% for TPL and 0.5% for SPL. Visits for this reason were made at four of the LCPL agencies (LCPL headquarters, Oregon, Reynolds Corners, and Washington) and at five of the TPL agencies (TPL Main, Birmingham, LaGrange-Central, Locke and Mott).

14. To Attend a Book Discussion (0.8%). In TPL, attending a book discussion accounted for only 0.9% of all visits; in LCPL, it accounted for 0.7%; and at SPL, it accounted for 0.5%. Only three of the six LCPL agencies had any visits to attend a book discussion--LCPL headquarters, Oregon and Reynolds Corners. In TPL, six of the 13 agencies had visits for this reason--TPL Main, Birmingham, Heatherdowns, LaGrange-Central, Sanger and West Toledo.

15. To Attend Some Other Library Program (0.6%). None of the visits to LCPL agencies were made to attend some other library program. In TPL, 0.9% of the visits (reported at TPL Main, Birmingham, Mott, Sanger, South, Toledo Heights and West Toledo) were for this purpose and SPL, 0.5% were for this reason.

Reason for Seeking Information

About three-quarters of the questionnaires had answers to the question, "If you came to the library today to get material or information, what was this mainly for?" Presumably the bulk of those without answers represented visits made for reasons that did not include obtaining material or information from the library; i.e., visits made in order to return books, to attend a library program, to just browse around, etc.

When answering the question, patrons were asked to circle as many of the seven following reasons as applied: "your own personal reading," "your family's reading," "your job," "your school work," "your club activity," "for another preson," and "some other reason." Of all visits with answers to this question, 77.6% were made for only one of the above reasons, 18.7% were made for two reasons, 3.3% for three reasons, 0.3% for four reasons, and 0.1% for five reasons. No visits were made for either six or seven reasons.

The proportions of visits made for different numbers of reasons were more nearly alike for LCPL and TPL, although SPL did not differ markedly. Visits made for only one reason represented 78.1% of all visits at TPL agencies, 77.0% of all visits at LCPL agencies, and 73.9% of all visits at SPL. The proportion of visits for two reasons was 21.1% at SPL, 18.7% at LCPL, and 18.5% at TPL. Visits for three and four reasons were, respectively, 4.1% and 0.7% of all visits at SPL; 3.7% and 0.6% at LCPL; and 3.1% and 0.2% at TPL. Only TPL had visits made for a total of five reasons. The average number of reasons per visit was 1.26 for TPL, 1.28 for LCPL and 1.31 for SPL.

As reported in Table B-4, 49.2% of the visits were for material for personal reading, 45.1% were for school work, 11.2% were for the family's reading, 7.2% were for a job, 7.1% were for another person, 2.8% were for a club activity and 3.9% were for some other reason.

1. For Personal Reading (49.2%). This was the most frequently given answer for TPL and the second most frequently given answer in both LCPL and SPL. The proportion of visits to obtain material or information for personal reading was 50.7% for TPL, 49.9% for SPL, and 44.4% for LCPL. Within LCPL, the percentage of visits for this reason was higher than the LCPL average at Ottawa Hills (79.8%), Waterville (60.1%) and Reynolds Corners (50.8%), and lower than the average at Washington (31.5%). In TPL, seven branches had a higher proportion of visits made for personal reading than the TPL average--Birmingham (65.0%), Toledo Heights (62.0%), Jermain (57.6%), South (57.0%), Locke (56.9%), Kent (56.4%) and Heatherdowns (56.0%), while a lower-than-average proportion of visits was made for this reason at Mott (37.1%) and TPL Main (44.7%).

2. For School Work (45.1%). School work was the reason given most often for visiting LCPL and SLP; in TPL, it was the second most frequently given reason. It was the reason for 50.8% of visits at SPL, 49.0% at LCPL and 43.4% at TPL. Within LCPL, the percentage of visits for school work at Washington (63.1%) was higher than the average for LCPL agencies. In addition, the percentage of visits at Ottawa Hills, Waterville and Reynolds Corners was below the average--26.2%, 34.1% and 34.4%, respectively. In TPL, school work accounted for a higher-than-average proportion of visits at LaGrange-Central (60.3%) and Birmingham (49.7%) and a lower-than-average proportion at Kent (30.9%), Locke (31.4%), Jermain (34.8%), Point Place (36.3%) and Mott (37.1%).

3. For Family's Reading (15.3%). In all three libraries, the family's reading was the third most popular reason for visiting the library. This accounted for 15.3% of LCPL's visits, 13.3% of SPL's and 9.7% of TPL's. Two branches in LCPL had proportionately more visits made for this reason than the LCPL average--Waterville (31.2%) and Reynolds Corners (23.6%), while Washington had proportionately fewer visits for this visits for this reason (9.8%). In TPL, there were two branches where this reason accounted for a higher percentage of visits than for all TPL agencies combined--Toledo Heights (18.8%) and West Toledo (14.8%) and it accounted for a lower-than-average percentage of the visits at Locke (3.4%) and TPL Main (4.2%).

4. For a Job (7.2%). Visits to LCPL, SPL and TPL included reasonably similar proportions of trips made to get materials or information in connection with the person's job (TPL - 7.9%, LCPL - 5.8%, and SPL - 4.1%). This reason ranked fourth in TPL among all reasons for library visits and fifth in both SPL and LCPL. None of the LCPL agencies differed greatly from the LCPL average. In TPL, the main library had a higher-than-average proportion of visits for this reason (13.9%), while Locke and Toledo Heights had a lower-than-average proportion (1.9% and 2.6%, respectively).

5. For Another Person (7.1%). As with visits made in connection with a job, the proportion of visits to get information for another

person did differ significantly among the three libraries (SPL - 9.2%, TPL - 7.1%, and LCPL - 6.6%). One branch in LCPL and one branch in TPL had proportionately more visits for this reason than the average for their library--Ottawa Hills in LCPL (11.9%) and Mott in TPL (13.9%).

6. For Some Other Reason (3.9%). To get material or information for "some other reason" was given as the sixth most frequent reason for TPL (4.2%) and LCPL (3.4%) and along with getting information for a club activity, ranked as sixth at SPL (2.1%) also. Within LCPL, the shares of visits made for this reason were higher than average at Oregon (8.2%) and Reynolds Corners (5.6%). In TPL, those differing significantly from the TPL average were Locke, Birmingham and Mott--all with proportionately more visits made for this reason than for all TPL agencies combined (11.7% at Locke, 11.0% at Birmingham and 9.3% at Mott).

7. For a Club Activity (2.8%). This reason accounted, at least in part, for 3.3% of the visits at LCPL, 2.7% of the visits at TPL, and 2.1% of the visits at SPL. As noted in the previous paragraph, at Sylvania it ranked sixth with "some other reason," accounting for the same number of visits. In both LCPL and TPL, it was the seventh and most infrequently given reason for visiting the library. No agency in either LCPL or TPL differed significantly from the average for its library.

Satisfaction with Visit

Patrons were asked "If you came to the library today to obtain some specific materials or information, were you completely, partially, or not satisfied?" Supposedly the same persons who had answered the previous question would answer this one. In fact, though, a smaller percentage of the total returns were represented in answers to this question (65.1% for this question compared to 77.4% for the previous question).

Of all visits represented in the responses, 62.3% were considered completely satisfactory by the patron, 29.5% were partially satisfactory, and 8.1% were not satisfactory. This information is reported in Table B-5. There was very little variation in these answers among the three libraries. Completely satisfactory visits represented 63.1% of all visits in LCPL, 62.1% of all visits in TPL and 61.9% of all visits in SPL. Those that were partially satisfactory accounted for 30.6% in LCPL, 29.4% in SPL and 29.2% in TPL. Unsatisfactory visits were 9.0% of those made in SPL, 8.7% of those in TPL and 6.2% of those in LCPL. However, as noted in the following paragraphs, there were variations from the overall average in the statistics recorded for the individual agencies.

Completely Satisfactory (62.3%). Within LCPL, there were two agencies with a higher-than-average proportion of visits for which patrons reported they were completely satisfied--Oregon (79.1%) and Waterville (71.1%). In addition, there was one agency--Reynolds Corners --with a smaller-than-average proportion of completely satisfactory visits (47.6%). In TPL, the proportion of completely satisfactory visits was greater than the TPL average at Kent (79.3%), Jermain (72.6%), Birmingham (71.7%), Mott (71.5%), and Locke (71.2%) and lower at Heatherdowns (48.0%), La Grange-Central (48.7%), West Toledo (54.8%) and Toledo Heights (56.1%).

Partially Satisfactory (29.5%). In LCPL, there were two agencies with a proportion of partially satisfactory visits that differed significantly from the average for LCPL--Oregon (17.5% of its visits considered partially satisfactory) and Ottawa Hills (25.4%). In TPL, the agencies that had proportionately more partially satisfactory visits than for all TPL agencies combined were LaGrange-Central (39.9%), West Toledo (38.1%), and Heatherdowns (35.1%) and those with proportionately fewer were Jermain (14.5%), Kent (17.1%), Birmingham (20.3%), Toledo Heights (21.9%), Locke (23.9%) and South (24.1%).

Not Satisfactory (8.1%). In LCPL, the proportion of visits that was reported as not satisfactory by patrons was greater than the LCPL average at Reynolds Corners (18.1%) and Ottawa Hills (14.2%) and less than the average at Waterville (none) and LCPL headquarters (2.5%). In TPL, there were two agencies where the proportion of visits reported as unsatisfactory was greater than the TPL proportion--Toledo Heights (21.9%) and Heatherdowns (16.9%) and two where the proportion was lower--Mott (3.1%) and Kent (3.6%).

Reasons for Not Being Completely Satisfied

If patrons were not completely satisfied with their visits to the library to obtain specific information, they were asked to indicate which reason, or reasons, from among the following eight, had caused their dissatisfaction: "the material wanted was not on the library shelves," "the card catalog shows that the library doesn't own this material," "couldn't find the material wanted," "the material in the library was on too elementary a level," "the material in the library was on too advanced a level," "the material in the library was out of date," "the library doesn't have enough material of this kind," and "some other reason."

In a little over four-fifths of all instances reported,[2] there were only either one or two reasons given for dissatisfaction. Of all responses, 58.6% gave only one reason; 26.2% gave two reasons; 9.2% gave three reasons; 5.1% gave four reasons; 0.5% gave five reasons; 0.4% gave six reasons; and 0.1% gave seven reasons. No patron listed all eight reasons as causes for dissatisfaction with his visit.

LCPL agencies had a somewhat higher proportion of visits with only one reason given for the patron's being dissatisfied (66.5%) than did either the TPL agencies (56.6%) or SPL (51.0%). In addition, the proportion of visits that was unsatisfactory for two reasons was noticeably lower for LCPL (20.0%) than for SPL (32.5%) or TPL (27.7%). Three reasons for dissatisfaction accounted for 11.9% of the visits at SPL, 9.6% at TPL, and 7.2% at LCPL. In addition, 5.4% of the visits at TPL and 5.2% at LCPL were reported unsatisfactory for four reasons; 4.0% of the visits at SPL and 0.5% at TPL were unsatisfactory for five reasons; 0.8% of visits at LCPL and 0.3% at TPL had six reasons for dissatisfaction; and 0.3% of visits at LCPL had seven reasons.

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[2] Whereas the number of visits reported as not completely satisfactory in the previous question represented 24.5% of all visits included in the survey, the number of responses to this question represented 26.9% of all visits, indicating that some of the patrons who answered this question had either not answered the previous one at all or had said they were completely satisfied.

SPL had the most number of reasons for dissatisfaction per visit--1.72, TPL had the second most--1.66 and LCPL had the least--1.56.

As shown in Table B-6, of all visits considered not completely satisfactory, 50.3% were adjudged so, as least in part, because the material wanted was not on the library shelves, 39.2% because the library didn't have enough material of the kind wanted, 27.3% because the patron couldn't find the material wanted, 18.5% because the card catalog showed that the library didn't own the material wanted, 10.0% because the material in the library was out of date, 7.9% because the material in the library was on too elementary a level, 4.2% because the material in the library was on too advanced a level, and 6.7% for "some other reason."

1. The Material Wanted Was Not on the Library Shelves (50.3%). This was the most frequently given reason for dissatisfaction at all three libraries; however, it assumed a somewhat more important position in both SPL (53.0% of all visits) and TPL (51.9%) than in LCPL (44.9%).

Within LCPL, the proportion of visits when this reason was given was higher than the LCPL average at three branches--Ottawa Hills (70.8%), Waterville (64.0%) and Reynolds Corners (56.4%), and lower than the average at two branches--Oregon (32.7%) and Washington (36.6%). In TPL, there were four branches where patrons reported this reason for a greater proportion of visits than for all TPL agencies combined--Toledo Heights (84.0%), Kent (65.2%), Birmingham (60.4%) and Point Place (58.2%). In addition, there were four branches with proportionately fewer visits for which this reason was reported--Jermain (35.3%), South (36.0%), Mott (38.9%) and West Toledo (45.9%).

2. The Library Doesn't Have Enough Material of This Kind (39.2%). This reason, which was given the second most frequently at all three libraries, accounted for a higher proportion of the visits at SPL (49.0%) than at either TPL (38.8%) or LCPL (38.7%). One branch in LCPL--Reynolds Corners--had proportionately more visits with this reason for dissatisfaction (56.4%) than the average for all LCPL agencies, and three agencies had proportionately fewer--Oregon (21.8%), LCPL headquarters (29.0%) and Ottawa Hills (29.2%). In TPL, the percentage of visits reporting this as a reason for dissatisfaction was higher than the TPL average at Kent (65.2%) LaGrange-Central (50.4%), West Toledo (45.9%), Mott (45.8%), and Sanger (44.4%), and lower than the average at South (20.9%), Locke (22.9%), Birmingham (26.4%) and Toledo Heights (26.4%).

3. Couldn't Find the Material Wanted (27.3%). In contrast to the first two reasons for dissatisfaction, this and the following five

reasons were more nearly similar in the proportions of visits they represented at each of the three libraries. "Couldn't find the material wanted" was the reason for dissatisfaction with 27.5% of the visits at TPL, 27.0% at LCPL and 26.5% at SPL. However, there were significant variations in the responses at the individual LCPL and TPL agencies. LCPL had two branches where this reason was given for a greater proportion of the visits than for LCPL as a whole--Washington (43.7%) and Oregon (32.7%). In addition, three LCPL agencies had proprotionately fewer visits when this reason was given--Waterville (none), LCPL headquarters (16.0%) and Reynolds Corners (20.2%). In TPL, this reason was given for a higher-than-average proportion of visits at Locke (38.1%) and LaGrange-Central (36.4%) and a lower-than-average proportion of visits at Birmingham (13.2%), Mott (15.3%) and Kent (17.4%).

4. The Card Catalog Shows That the Library Doesn't Own This Material (18.5%). This was a reason for 19.6% of the unsatisfactory visits at LCPL, 18.5% at SPL and 18.2% at TPL. Within LCPL, the headquarters library had proportionately more visits when this reason caused dissatisfaction (32.5%) than the average for LCPL, while Reynolds Corners, Ottawa Hills and Oregon had fewer instances when this was reported (8.0%, 8.3% and 10.9%, respectively). In TPL, visits when patrons gave this reason represented proportionately more than the TPL average at Toledo Heights (36.8%), Birmingham (26.4%), Mott (23.6%) and Jermain (23.5%). At Point Place, there were proportionately fewer questionnaires when this reason was given as a cause for dissatisfaction.

5. The Material in the Library Was Out of Date (10.0%). This was a reason for dissatisfaction with 11.9% of the visits in SPL; 10.4% of the visits at LCPL and 9.7% at TPL. Only one agency in LCPL--Ottawa Hills --exhibited a marked difference from the average for all LCPL agencies. At Ottawa Hills, the proportion of visits that reported the material was out of date (20.8%) was higher than the LCPL average. In TPL, there was considerable variation among the individual agencies: five had a higher-than-average proportion of visits citing this reason for dissatisfaction --West Toledo (21.6%), Birmingham (20.8%), Toledo Heights (20.8%), Point Place (15.6%) and Mott (15.3%). In addition, this reason was not cause for dissatisfaction for any of the visits at Jermain, Kent, LaGrange-Central or South, and for only 2.3% of visits at Heatherdowns.

6. The Material Was on Too Elementary a Level (7.9%). The material was considered too elementary in 9.9% of the visits at SPL, 8.3% of visits at LCPL and 7.7% of visits at TPL. Within LCPL, the percentage of visits when this reason was given was higher than the LCPL average at Oregon (21.8%) and Ottawa Hills (20.8%), and lower than the average at LCPL headquarters (none). In TPL, this reason cited for proportionately more visits at Mott (15.3%), LaGrange-Central (14.0%), South (14.0%), and Birmingham (13.2%) than the average for all TPL agencies; while, at Kent, it was not mentioned for any of the visits.

7. The Material Was on Too Advanced a Level.(4.2%). The material was considered too advanced in 4.8% of the visits at TPL and 3.5% of visits

at LCPL. None of the visits at SPL mentioned this reason. Within LCPL, one agency--Oregon--had a higher-than-average proportion of visits when this was a cause for dissatisfaction. In TPL, there were two agencies--Birmingham and Locke--differing significantly from the TPL average, both of which had proportionately more visits when material that was too advanced caused dissatisfaction. Patrons cited this reason for 26.4% of the visits at Birmingham and 22.9% at Locke.

8. "Some Other Reason" (6.7%). "Some other reason" for dissatisfaction was given for 7.8% of the visits at TPL, 4.0% at SPL and 3.7% at LCPL. There were two branches in LCPL that had proportionately more visits when this reason was cited than the LCPL average--Oregon (10.9%) and Waterville (10.0%). In TPL, Birmingham had a higher-than-average proportion of visits when patrons reported "some other reason" (20.8%) and there were five branches with a lower-than-average proportion of such responses--Kent, Locke, Point Place, South (all with none) and West Toledo (2.7%).

Plans for Further Efforts

Patrons who had reported they were not completely satisfied with their visit were next asked, "Do you plan to make any further effort to obtain the material or information you sought?" Answers listed on the questionnaire were as follows: Yes, have asked library to reserve this material for me; Yes, have asked the library to borrow this material from another library; Yes, will come back to this library on another day and try again; Yes, plan to go to another library myself; Yes, some other kind of effort; No, not that important; No. it's too late; and No, some other reason.

About 32% of the questionnaires had answers to this question. Of these questionnaires, those from TPL had an average of 1.23 answers checked per questionnaire; from SPL, there was an average of 1.22 answers checked; and from LCPL, an average of 1.18.

As reported in Table B-7, the tally of these responses was as follows: 42.2% of all questionnaires reported the patrons would come back to the library another day and try again; 36.4% reported the patron planned to go to another library; 8.6% said the patron had asked the library to reserve the material for him; 4.2% said he had asked the library to borrow the material from another library; and 6.1% indicated the patron would make some other kind of effort. Questionnaires where the patron said he would not make any further effort to obtain the material were included in the tabulation as follows: 10.2% said no, it was too late to make any further effort; 10.0% said it was not that important; and 3.6% said no, because of some other reason, the patron would not make any further effort.

Responses were further analyzed by the library. The low percentage of questionnaires included in this tabulation (one-third of the total) did not permit analysis by individual agency. The two responses with the greatest variation at the three libraries are: (1) when patrons responded that they would come back to the library another day and try again, which was proportionately higher at TPL and SPL (45.0% and 42.3%, respectively) than at LCPL (33.6%); and (2) when the patrons said they planned to go to another library, which was higher at SPL (42.3%) than at either LCPL (37.0%) or TPL (35.9%).

Visits During Which a Librarian Was Consulted[3]

In all questionnaires returned, 85.8% had answers to the question as to whether or not the patron had consulted with a librarian during his visit. As shown in Table B-8, in 58.5% of the visits a librarian had not been consulted; in 38.5%, a librarian had been consulted and the patron was satisfied with the service received; and in 3.0%, a librarian had been consulted but the patron was not satisfied with the service received.

The proportion of visits made without consulting a librarian was fairly similar for LCPL (58.5%) and TPL (57.3%), but somewhat higher for SPL (66.1%). Within LCPL, one library--LCPL headquarters--had a higher-than-average proportion of visits when a librarian was not consulted (67.0%), while three of the branches--Ottawa Hills, Waterville and Reynolds Corners--had proportionately fewer such visits (32.3%, 50.0% and 53.7%, respectively). In TPL, visits when patrons did not consult librarians were proportionately higher than the average for all TPL agencies at Locke (67.1%), South (66.1%), Kent (65.6%), and LaGrange-Central (63.6%) and proportionately lower at Birmingham (47.4%), Mott (50.0%), and TPL Main (51.0%).

Visits that included consulting a librarian, plus satisfaction with the service received, were proportionately similar for TPL (39.3%) and LCPL (37.6%), although somewhat lower for SPL (30.9%). Within LCPL, there were three branches where the percentage of visits when a librarian was consulted, and the patron was satisfied, was higher than the average for all LCPL agencies--Ottawa Hills (62.5%), Waterville (50.0%) and Reynolds Corners (46.3%). At LCPL headquarters this percentage was lower than the average (28.2%). In TPL, compared with the average for all TPL agencies, there were proportionately more visits in this category at Birmingham (50.0%), Mott (47.6%), TPL Main (45.1%), and Jermain (44.4%) and proportionately fewer at Locke (28.1%), LaGrange-Central (29.8%), West Toledo (31.5%) and Kent (33.8%).

The proportion of visits during which a librarian was consulted but the patron was not satisifed with the service received was more nearly the same for the three libraries: LCPL (1.8%), SPL (3.0%) and TPL (3.3%). None of the individual LCPL or TPL agencies differed significantly from the average for their library.

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[3] In the presentation of this question in Chapter III, percentages were re-computed for data concerning visits when a librarian was consulted in order to show more clearly the breakdown between those who were satisfied and those who were not satisifed with the service received.

Services Used

Patrons were asked to indicate which of the following services they had used at the library that day: "used reference books," "used card catalogs," "used periodical indexes," "received help or advice from a librarian," "consulted specific books or magazines in the library," "read new issues of magazines or newspapers," "just browsed around," "checked out books or periodicals to use outside the library," "checked out films," "checked out recordings," "looked at exhibits or displays," "some other use," and "none of the above."

In response, patrons indicated that in 41.9% of the visits only one service had been used (included among the single users is "none of the above"); in 28.2% of the visits, two services were used; in 15.8%, three services; in 8.5%, four services; in 3.5%, five services; in 1.5%, six services; in 0.5%, seven services; and in 0.1%, eight services. No more than eight services were used during any one visit.

The greatest difference in the number of services used per visit among SPL and the LCPL and TPL agencies was in the number of visits when just one service was used. In LCPL, during 47.1% of the visits, only one service was used; in SPL, the comparable figure was 45.7%; and in TPL it was 39.9%. Two services accounted for 28.7% of visits at TPL, 27.8% of visits at SPL, and 26.5% of visits at LCPL. Visits using three services were 16.2% of the total at LCPL, 15.9% at TPL and 12.8% at SPL. Those using four services represented 9.1% of visits at TPL, 8.8% at SPL and 6.6% at LCPL. Five of the services were used in 3.8% of TPL's visits, 3.7% of SPL's and 2.6% of LCPL's. There were six services used in 1.8% of visits at TPL, in 0.8% of visits at LCPL and 0.6% at SPL. Visits using seven services represented 0.7% of TPL's visits, 0.6% of SPL's and 0.1% of LCPL's. Only one library--TPL--had as many as eight services per visit (accounting for 0.2% of all visits).

The greatest number of services used per library visit was 2.17, at TPL; the second greatest number was 2.01, at SPL; while the least number of uses per visit was 1.94, at LCPL.

Of all visits made, in 37.8%, the card catalog was used; in 37.6%, books or periodicals were checked out; in 30.7%, the patron browsed around; in 27.2%, the patron received help from a librarian; in 24.6%, specific books or magazines were consulted; in 18.8%, reference books were used; in 9.4%, exhibits or displays were looked at; in 9.3%, new issues of magazines or newspapers were read; in 7.1%, periodical indexes were used; in 0.4%, recordings were checked out; in 0.3%, films were checked out; and in 3.5%, "some other use" was made of the library. In addition, for 3.8% of the visits, patrons checked "none of the above" which, since the list is all-inclusive (having an open-ended answer, "some other reason"), seems to indicate that no use was made of the library at all during these visits. Data on services used is presented in Table B-9.

1. Used Card Catalog (37.8%). According to data from the questionnaires, this was the most frequently used service at TPL, and the second most frequently used service at both LCPL and SPL. The percentage of visits when the card catalog was used was somewhat greater for TPL than SPL, with LCPL somewhere between the two. This service was used in 39.2% of visits at TPL, 34.8% of visits at LCPL and 32.9% of visits at SPL. Within LCPL, one library--LCPL headquarters--had a higher proportion of visits using the card catalog (49.9%) than the average for all LCPL agencies, while three branches had a lower-than-average proportion--Ottawa Hills (16.7%), Oregon (22.8%), and Waterville (27.1%). In TPL, the percentage of visits using this service was higher than the TPL average at Point Place (44.6%) and Toledo Heights (53.6%) and lower than the average at Mott (9.5%), Kent (32.3%), South (32.6%), Sanger (33.0%), and Birmingham (33.5%).

2. Checked Out Books or Periodicals (37.6%). Checking out books or periodicals was the service used most often at both LCPL and SPL and second most often at TPL. However, the proportion of visits when this service was used does not differ significantly among the three libraries--it represents 38.7% of SPL's visits, 38.3% of TPL's and 35.5% of LCPL's. Two branches in LCPL had proportionately more visits using this service than the LCPL average--Ottawa Hills (54.8%) and Waterville (50.0%) and two had proportionately less--Reynolds Corners (20.7%) and Oregon (29.5%). In TPL, there were four branches where this service was used more than the TPL average--South (53.4%), Kent (48.8%), Point Place (47.7%) and Locke (47.6%). There were also three branches where it was used less than the average--Birmingham (24.7%), Mott (28.4%) and LaGrange-Central (31.8%).

3. Browsed Around (30.7%). Browsing ranked third in both SPL (32.3% of all visits) and TPL (31.7%), and fourth in LCPL (27.5%). Within LCPL, the shares of visits where patrons browsed was greater than the LCPL average at Reynolds Corners (44.0%) and less than the average at Oregon (16.0%). In TPL, there were four agencies where visits that included browsing were proportionately greater than for all TPL agencies combined--Heatherdowns (48.7%), Birmingham (37.6%), Kent (37.2%) and Sanger (37.1%). In addition, three TPL agencies had proportionately fewer visits with browsing--Point Place (19.9%), Mott (21.6%) and TPL Main (24.1%).

4. Received Help from a Librarian (27.2%). This service was used in a greater percentage of the visits at LCPL than at SPL, with such visits at TPL ranking between the two. In LCPL, where this was the third most popular service, it was used in 29.6% of all visits; at TPL and SPL, where it ranked fourth, it was used in 26.6% and 23.5% respectively, of all visits. In LCPL, two agencies had a higher-than-average proportion of visits using this service--Ottawa Hills (59.5%) and Waterville (41.7%), and LCPL headquarters had a lower-than-average proportion (24.1%). In TPL, visits when help was received from a librarian were proportionately

greater than the TPL average at Birmingham (35.3%), Toledo Heights (34.7%) and TPL Main (32.0%), and proportionately fewer at Sanger (17.7%), South (18.6%) and Locke (19.1%).

5. Consulted Specific Books or Magazines (24.6%). Visits when specific books or magazines were consulted were proportionately greater at TPL (26.2%) than at LCPL (20.8%), with such visits at SPL (22.2%) ranking in between. This service was fifth in frequency of use at both TPL and LCPL, and sixth at SPL. In LCPL, Waterville, Oregon and Reynolds Corners had proportionately fewer visits using this service than the average for the system--12.4%, 13.8% and 14.6% respectively. In TPL, the percentage of visits when books or magazines were consulted was higher than the average at Toledo Heights (37.2%), Birmingham (35.3%) and TPL Main (33.7%) and lower than the average at South (14.0%), Point Place (15.4%), Kent (16.5% and Locke (20.7%).

6. Used Reference Books (18.8%). The three libraries exhibited no significant difference in the proportion of visits using reference books, even though this service ranked fifth at SPL and sixth at both LCPL and TPL. Reference books were used in 22.8% of SPL's visits, 18.7% of LCPL's and 18.6% of TPL's. In LCPL, the share of visits using this service was proportionately higher than the LCPL average at Washington (26.7%) and lower than the average at Ottawa Hills (11.9%), Waterville (12.4%), and LCPL headquarters (12.9%). In TPL, reference books were used in a higher-than-average proportion of visits at Birmingham (27.1%), TPL Main (26.2%) and South (25.8%) and in a lower-than-average proportion of visits at LaGrange-Central (7.0%), Kent (9.1%), Point Place (10.8%), Locke (11.0% and Jermain (13.2%).

7. Looked at Exhibits or Displays (9.4%). Looking at exhibits or displays ranked seventh among services used at both SPL and LCPL, and eighth at TPL. It was reported for 10.5% of TPL's visits, 10.1% of SPL's and 6.2% of LCPL's. None of the LCPL agencies differed significantly from the LCPL average. In TPL, the proportion of visits that included looking at exhibits or displays was higher than the average for all TPL agencies at LaGrange-Central (20.7%), Point Place (18.5%), and Toledo Heights (18.4%) and lower than the average at South (2.3%), Sanger (2.4%), Mott (2.6%) and Locke (4.7%).

8. Read New Issues of Magazines or Newspapers (9.3%). This service was reported for proportionately more visits at TPL than at either SPL or LCPL. Reading magazines or newspapers was included in 10.9% of all visits at TPL, where it ranked seventh; 5.6% of visits at LCPL, where it was eighth; and 4.5% of visits at SPL, where it ranked tenth, or last, of all services listed. No LCPL agency exhibited a marked difference from the library average. In TPL, reading magazines or newspapers was included in a higher-than-average proportion of visits at Birmingham (16.5%), Toledo Heights (16.3%), and LaGrange-Central (16.1%) and a lower-than-average proportion of visits at West Toledo (3.7%).

9. Used Periodical Indexes (7.1%). The proportion of visits when patrons used periodical indexes was similar for all three libraries. It accounted for 8.0% of visits at TPL, where it ranked ninth; 7.0% at SPL, where it ranked eighth; and 4.7% at LCPL, where it ranked tenth. Within LCPL, no agency differed greatly from the percentage of visits for the library as a whole. In TPL, the proportion of visits when periodical indexes were used was higher than the TPL average at Birmingham (20.6%) and Toledo Heights (18.4%) and lower than the average at Locke (1.6%).

10. Some Other Use (3.5%). "Some other use" was made of the library in 5.1% of SPL's visits, 4.9% of LCPL's (at both of which it ranked ninth), and in 2.9% of TPL's visits, where it ranked tenth. Two agencies--Ottawa Hills in LCPL and Birmingham in TPL--had proportionately more visits that included some other use (11.6% and 8.2%, respectively) than their library averages.

11. Checked Out Recordings (0.4%). Neither LCPL nor SPL had any visits reported when recordings were checked out. In TPL, checking out recordings accounted for 0.6% of all visits, ranking eleventh among services used at the library.

12. Checked Out Films (0.3%). SPL had no visits that included checking out films. This service was reported for 0.2% of visits at LCPL,[4] where it ranked eleventh and last, and 0.4% of visits at TPL, where it ranked twelfth and last.

13. None of the Above (3.8%). Visits during which "none of the above" services was used accounted for 5.4% of all visits in LCPL, 3.3% of visits in TPL and 3.1% of visits at SPL. The only agency to differ significantly from the average for its library is Point Place, Here, 9.1% of the visits used none of the services or, presumably, no services at all.

Satisfaction with Conditions at the Library

The next section of the questionnaire was designed to determine whether patrons were satisfied with certain specific conditions at the library. Patrons were asked to circle "yes," "no" or "no opinion" in answer to ten different questions relating to parking, library facilities and staff. The tally of these responses appears in Tables B-10 through B-17. For the following discussion of this group of questions, as well in Chapter III, the percentages for the responses were re-calculated excluding "no opinion" answers from the tabulations; only those responses indicating a definite reaction (i.e., "yes" or "no") have been used. For this reason, the percentages in the text and in Table III-44 are not the same as those from the computer print-out in Tables B-10 through B-17.

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[4] This would seem to be in error since LCPL is reported as not having a film collection.

Parking. In response to the question "Can you find a place to park your car?" patrons answered "yes" on 78.4% of all questionnaires tabulated. There was a significant variation in answers to this question among the three libraries. Patrons said they could find a parking place on all questionnaires from SPL, 90.0% of the questionnaires completed at LCPL agencies and 72.2% of the questionnaires completed at TPL. Within LCPL, there was one branch--Ottawa Hills--where the questionnaires indicated greater satisfaction with the parking facilities than the average for all LCPL agencies combined. At this branch, as at SPL, all questionnaires tabulated reported the patron could find a place to park. Another branch--Reynolds Corners--had a lower-than-average proportion of questionnaires saying the patron could find a place to park (82.8%); however this low proportion for LCPL agencies was higher than the average for all TPL agencies (72.2%). In TPL, there were seven branches--Heatherdowns, Jermain, Kent, Locke, Point Place, Sanger and Toledo Heights--where parking was considered more satisfactory than the average for the library.[5] At Point Place, satisfaction with parking facilities was similar to that at SPL and Ottawa Hills in LCPL; at Toledo Heights and Heatherdowns, it was in the general range of the average for LCPL agencies. Patrons said they could find a parking place on 100.0% of the questionnaires from Point Place, 94.0% from Toledo Heights, 86.5% from Heatherdowns, 83.4% from Sanger, 83.0% from Jermain, 82.2% from Kent, and 81.3% from Locke. There were two agencies in TPL--West Toledo and TPL Main--where parking was considered less satisfactory than the TPL average. At West Toledo, 42.6% of the questionnaires said the patron could find a place to park and at TPL Main, the comparable figure was 54.5%.

Table to Work at. The tally of responses to the question, "Can you find a table to do your work?" showed that 98.2% of the questionnaires tabulated reported "yes." There were no significant differences in the answers from LCPL, SPL and TPL. The proportion of questionnaires reporting that the patron could find a table to work at was 98.9% for TPL, 97.0% for SPL and 96.4% for LCPL. None of the individual LCPL or TPL agencies differed significantly from the average for their respective library.

Place to Sit. The question, "Can you find a place to sit?" received the highest percentage of positive answers of any question in this section of the questionnaire. On 98.8% of the questionnaires tabulated, patrons said they could find a place to sit. As in the preceding analysis, there was no significant variation in answers among LCPL, SPL and TPL, or among the individual agencies in LCPL and TPL. The proportion of questionnaires reporting patrons could find a place to sit was 99.0% for TPL, 98.3% for LCPL and 97.6% for SPL.

Quiet. In response to the next question, "Is the library quiet enough?" 89.2% of the questionnaires tabulated reported "yes." Answers for the three libraries were again fairly similar. Patrons said the library was quiet enough on 92.4% of the questionnaires from SPL, 89.4% from TPL, and 88.5% from LCPL. In LCPL, two branches had a higher proportion of questionnaires indicating satisfaction than the average for all LCPL agencies--Oregon (96.7%) and Reynolds Corners (94.6%), and one agency--LCPL headquarters--had a lower-than-average proportion (83.0%). In TPL, the percentage of questionnaires reporting the library was quiet enough was higher than the library average at six agencies--Jermain (97.6%), TPL Main (96.3%), Locke (95.4%), Point Place (95.3%), Kent (94.8%), and Sanger (92.3%) and lower than average at three agencies--West Toledo (80.1%), Birmingham (81.1%) and Toledo Heights (82.4%).

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[5] Three TPL agencies--Birmingham, LaGrange-Central and Mott-- had too few questionnaires answering either "yes" or "no" to give reliable results.

Arrangement of the Library. The fourth question relating to library facilities was "Can you figure out the arrangement of this library?" Of all questionnaires tabulated, 89.8% reported the patron could figure out the arrangement of the library. LCPL, SPL and TPL had similar responses. The proportion of "yes" answers was 92.7% for SPL, 90.1% for TPL and 88.7% for LCPL. Two agencies in LCPL had proportionately more affirmative answers than the system--Ottawa Hills (97.9%) and Reynolds Corners (93.9%), and two agencies had proportionately fewer affirmative answers--Oregon (81.5%) and LCPL headquarters (81.6%). In TPL, there were two agencies that had a higher proportion of questionnaires reporting the patron could figure out the library's arrangement than the average for TPL--Toledo Heights (97.4%) and Point Place (95.4%). There were also two agencies where the proportion of questionnaires indicating this aspect was satisfactory was lower than the library average--Heatherdowns (78.8%) and Birmingham (80.1%).

Comfort. The tabulation of the responses to the question, "Is the library comfortable enough?" showed that in 95.3% of the questionnaires the patron had answered "yes." Responses for the three libraries did not differ significantly. Patrons answered that the library was comfortable enough on 96.1% of LCPL's questionnaire; 95.1% of TPL's and 94.9% of SPL's. None of the individual LCPL agencies exhibited a marked difference from the LCPL average. In TPL, there was only one library that differed significantly from the average for all TPL agencies combined. That library --Mott--had proportionately fewer questionnaires answering affirmatively (88.9%) than the average for TPL.

Help From Staff. Patrons were asked, "Does the staff try to help?" Of all responses tabulated, 97.3% were "yes." The proportions answering either "yes" or "no" were similar for the three libraries. Those responding affirmatively represented 98.9% of both LCPL's and SPL's questionnaires and 96.6% of TPL's. There were no significant deviations from the library averages for the individual agencies of either LCPL or TPL.

Workload of Staff. Another question about the staff was "Does the staff seem too busy to provide help or information?" On questionnaires distributed during the first few days of the survey, the answers that were supplied for this question, and for a later question ("Does it take too long to get material from the stacks?"), were incorrect. Corrected questionnaires were distributed in the final days of the survey and these are the only ones included in the tabulation of the two questions. Since these questionnaires represent only 43.2% of all returns, only the total for the three libraries together have been used. However, even these must be viewed with caution because not only is the sample only about two-fifths of its intended size, but also there is reason to believe that the arrangement of the answers, even on the corrected questionnaires, may have confused patrons.[6] Of the corrected questionnaires included in the tabulation, 87.8% said the staff did not seem too busy to provide help or information.

Knowledge of Staff. Of all questionnaires used in the tabulation of the question, "Does the staff seem to know enough to provide useful assistance?" 96.0% reported "yes." As in most preceding analyses, the three libraries had similar patterns of response--the proportion of affirmative answers was 97.3% for LCPL, 95.6% for TPL and 93.9% for SPL. Only one agency in either of LCPL or TPL differed noticeably from its respective library average. Heatherdowns, in TPL, had a lower-than-average proportion of questionnaires (87.8%) that reported "yes," the staff did seem to know enough to provide useful information.

Getting Material from the Stacks. Patrons were asked, "Does it take too long to get material from the stacks?" As explained previously (in the discussion about the question, "Does the staff seem too busy to provide help or information?"), only the total responses for the three libraries combined were studied and even these are presented with considerable reservation.

In the smaller sample of corrected questionnaires, 81.9% said no, it did not take too long to get material from the stacks.

Place Where Visit to Library Started

In response to the question, "Where did your visit to the library start from today?" patrons were asked to check "home," "work," "school," or "other." Answers to this question were as follows: 77.5% of the visits had started at home, 10.0% at school, 7.8% at work and 4.8% at some other place. This data is presented in Table B-18.

1. Started at Home (77.5%). The proportion of visits starting at home was similar for the three libraries--78.3% for SPL, 77.7% for TPL and 76.6% for LCPL. In LCPL, there were three agencies with a higher-than-average proportion of visits starting at home--LCPL headquarters (86.2%), Reynolds Corners (84.9%) and Oregon (83.6%). In addition, two LCPL agencies had a lower-than-average proportion--Ottawa Hills (46.1%) and Washington (66.4%). In TPL, visits starting at home accounted for a

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[6] In all questions but these two, to have answered "yes" was to have indicated satisfaction with the service; in these two questions, in order to indicate satisfaction, the question must be answered "no."

higher proportion than the average for all TPL agencies at Sanger (91.2%), Point Place (89.2%), Toledo Heights (87.4%), Jermain (85.5%), West Toledo (84.9%) and Heatherdowns (84.8%). Visits to Birmingham, TPL Main and Mott had proportionately fewer visits that started at home--60.5%, 62.8% and 64.5%, respectively.

2. Started at School (10.0%). Visits starting at school were proportionately higher at both LCPL and SPL (15.2% at each) than at TPL (7.7%). In LCPL, the proportion of visits starting at school was higher than the LCPL average at Ottawa Hills (43.5%) and Washington (27.6%) and lower than the average at Reynolds Corners (4.2%), Waterville (6.2%), LCPL headquarters (7.0%) and Oregon (8.0%). In TPL, there were three branches where a higher-than-average proportion of visits started at school--Birmingham (34.9%), LaGrange-Central (19.8%) and Mott (14.7%). Proportionately fewer visits started at school at Sanger (1.5%), Heatherdowns (1.7%) and Jermain (2.4%).

3. Started at Work (7.8%). Visits starting at work were proportionately higher at TPL (9.6%) than at the other two libraries (3.7% at LCPL and 3.2% at SPL). In LCPL, no agency differed significantly from the library average in the proportion of visits that started at work. In TPL, only TPL Main had a higher-than-average proportion of such visits (21.4%), while there were six branches with a lower-than-average proportion--LaGrange-Central (none), West Toledo (1.7%), Birmingham (2.6%), Point Place (3.1%), Toledo Heights (4.2%) and Sanger (4.4%).

4. Started at Some Other Place (4.8%). There was very little difference among the three libraries in the shares of visits that started at some other place. Such visits represented 4.9% of TPL's visits, 4.6% of LCPL's and 3.2% of SPL's. No individual agency in either LCPL or TPL differed significantly from its respective library's average.

Length of Time to Get to Library

In answer to the question, "How long did it take you to get here?" patrons were asked to check one of the following: "less than 10 minutes," "at least 10 minutes but less than 20 minutes," "at least 20 minutes but less than 30 minutes," "at least 30 minutes but less than 40 minutes," "at least 40 minutes but less than 50 minutes," "at least 50 minutes but less than an hour," "more than an hour but less than an hour and a half," "more than an hour and a half but less than two hours," or "more than two hours."

As reported in Table B-19, traveling time to the library was less than 20 minutes for somewhat more than four-fifths of all visits. For all libraries combined, 59.6% of the visits took less than 10 minutes to get to the library, 24.9% took between 10 and 20 minutes, 9.0% took from 20 to 30 minutes, 3.1% took from 30 to 40 minutes, 1.2% took between 40 and 50 minutes, 0.6% took from 50 to 60 minutes, 0.4% took between an hour and an hour and a half, 0.3% took from an hour and a half to two hours and 0.8% took more than two hours. The discussion of these visits is divided into the following categories: (1) visits with trips of less than 10 minutes; (2) visits with trips of less than 20 minutes; and (3) visits with trips of 20 minutes or more.

1. Less Than 10 Minutes (59.6%). Visits with trips that took less than 10 minutes represented a higher proportion of visits for LCPL (70.9%) and SPL (67.7%) than for TPL (55.0%). Within LCPL, trips of less than 10 minutes accounted for three-quarters or more of all visits at the five branches, and at one of the branches--Ottawa Hills--as many as 95.8% of the visits had trips of under 10 minutes. (Comparable percentages for the other branches are: Washington - 75.7%; Oregon - 78.0%; Reynolds Corners - 78.9%; and Waterville - 80.2%.) In contrast, trips with less than 10 minutes of traveling time represented only 49.5% of visits at LCPL headquarters. In TPL, half or more of the visits made to each of the agencies, except TPL Main, took less than 10 minutes. The actual proportion of visits represented in this time interval was 47.9% for Birmingham, 51.0% for LaGrange-Central, 60.8% for Locke, 61.6% for West Toledo, 64.1% for Mott, 65.4% for Toledo Heights, 67.2% for Sanger, 71.4% for South, 72.2% for Kent, 74.4% for Jermain, 78.7% for Heatherdowns and 80.4% for Point Place. Only the last two branches listed--Heatherdowns and Point Place--have proportions that are within the range of the LCPL branches. TPL Main, with 23.8% of its visits in this time interval, had the smallest proportion of visits with trips of under 10 minutes.

2. Less Than 20 Minutes (84.5%). The first two time intervals combined, which would represent all visits that took less than 20 minutes to get to the library, accounted for 95.3% of SPL's visits, 90.4% of LCPL's and 81.7% of TPL's. In LCPL, more than 90% of the visits at each of the branches involved trips of less than 20 minutes. At Oregon, such visits represented 90.1% of the total; at Reynolds Corners, 92.0%; at Waterville, 92.1%; at Washington, 93.4%; and at Ottawa Hills; 97.5%. Visits with trips of up to 20 minutes accounted for proportionately fewer visits at LCPL headquarters--83.7%. In TPL, visits that took less than 20 minutes of traveling time represented 83% of more or all visits at branches--a somewhat lower range than for LCPL branches. These visits were 83.0% of LaGrange-Central's visits, 85.3% of Mott's, 85.4% of Locke's, 87.2% of Birmingham's, 89.5% of Jermain's, 89.8% of Sanger's, 90.0% of Toledo Heights', 91.6% of West Toledo's, 91.7% of South's, 92.5% of Point Place's, 93.3% of Kent's and 94.2% of Heatherdowns'. The last five of the twelve branches have proportions within the range of the LCPL branches. At TPL Main, the proportion of visits in this time interval is again the lowest of all agencies in the county. Of all visits to the main library of TPL, 60.7% took less than 20 minutes to get there.

3. 20 Minutes or More (15.4%). Visits with trips of more than 20 minutes represented the remaining 18.3% of TPL's visits, 8.5% of LCPL's and 4.7% of SPL's. Of all visits to LCPL agencies in this time interval, 43.4% were visits to the LCPL headquarters. At the headquarters, the proportion of visits that involved traveling 20 minutes or more was 16.1%. All of the branches had less than 10% of their visits taking at least 20 minutes of traveling time. In TPL, 62.8% of visits with trips of more

than 20 minutes were visits to TPL Main. At the main library, patrons traveled for more than 20 minutes in 39.3% of the visits. Seven of TPL's branches had between 10% and 20% of their visits involving trips of at least 20 minutes--Birmingham, Jermain, LaGrange-Central, Locke, Mott, Sanger and Toledo Heights.

Distance Traveled to Get to the Library

In question #9, patrons were asked, "How far did you travel to get here?" In response, they were asked to check one of the five following answers: "less than a mile," "at least a mile, but less than five miles," "at least five miles, but less than ten miles," "at least ten miles, but less than fifteen miles," or "fifteen miles or more."

In about two-fifths of the visits, patrons had traveled less than a mile to get to the library. Trips of less than five miles accounted for approximately four-fifths of all visits. For all libraries combined, the distance traveled to the library was less than a mile in 43.1% of all visits, between one mile and five miles in 39.2% of the visits, between five and ten miles in 10.9% of the visits, from ten to fifteen miles in 3.9% of the visits and fifteen miles or more in 2.8% of the visits. This information is presented in Table B-20. In the following discussion, these visits are grouped into three categories: (1) visits with trips of less than one mile; (2) visits with trips of less than five miles; and (3) visits with trips of five miles or more.

1. Less Than One Mile (43.1%). Visits that involved traveling less than one mile accounted for 44.3% of visits at LCPL, 42.8% at TPL and 42.0% at SPL. Within LCPL, the proportion of visits with trips of less than one mile were more than forty percent of the visits at each of the five branches--42.8% of Oregon's visits, 43.5% of Reynolds Corners', 53.4% of Washington's, 59.9% of Waterville's and as much as 73.0% of Ottawa Hills' visits. LCPL headquarters, with 24.2% of its visits involving trips of less than one mile, had half the proportion that the branches had in this category. The TPL branches had a wider range than the LCPL branches in the proportion of visits with such short trips. Sanger, Toledo Heights and West Toledo had relatively low proportions of visits with trips of under one mile (38.7%, 39.0% and 41.2%, respectively.); Point Place, Heatherdowns, Locke, Mott and LaGrange-Central had from one-half to three-fifths of their visits in this category (51.5%, 52.5%, 59.4%, 62.6%, and 63.2%, respectively); while the four remaining branches had three-quarters or more of their visits with trips of under one mile--South (72.9%), Kent (74.4%), Jermain (80.0%) and Birmingham (89.8%).

2. Less Than Five Miles (82.3%). Visits involving trips of less than five miles, accounted for 86.1% of SPL's visits, 84.5% of LCPL's, and 81.3% of TPL's. At each of the LCPL branches more than eighty percent of the visits had trips of less than five miles (Waterville - 83.7%, Oregon - 85.6%, Reynolds Corners - 89.6%, Washington - 90.7% and Ottawa Hills - 98.2%), while 70.7% of the trips at LCPL headquarters were in this category. At the TPL branches, the proportion of visits with trips of up to

five miles had the same range as for the LCPL branches but, for nine of the twelve branches, the proportion was over ninety percent. (Locke - 84.0%, Toledo Heights - 87.9%, Sanger - 89.8%, Jermain - 90.6%, South - 91.5%, Point Place - 92.4%, West Toledo - 92.5%, Mott - 95.8%, Heatherdowns - 96.7%, Kent - 97.7%, La Grange-Central - 98.0%, and Birmingham - 98.2%). At TPL Main, 54.8% of all visits involved trips of under five miles. The interval of from one to five miles had the greatest discrepancy between LCPL headquarters and TPL Main of any mileage span (46.5% and 34.1% of their respective visits).

3. Five Miles or More (17.7%). Visits when the patron traveled five miles or more accounted for the remaining 18.8% of visits at TPL, 15.5% at LCPL, and 13.8% at SPL. Three of the five LCPL branches had more than ten percent of their visits involving trips of at least five miles--Waterville (16.3%), Oregon (14.4%) and Reynolds Corners (10.7%). At LCPL headquarters visits with trips of five miles or more represented 29.3% of all trips. In TPL, three of the twelve branches had visits in this category--Locke (16.0%), Toledo Heights (12.1%) and Sanger (10.2%). At TPL Main, visits that had trips of at least five miles represented 45.2% of all visits--about one and a half times the proportion for LCPL headquarters. Also, visits involving trips of ten miles or more accounted for 18.6% of visits at TPL Main compared to 10.3% for LCPL headquarters.

Method of Traveling to Library

Patrons were asked, "Did you come by car, by bus, on foot, or some other way?" Responses indicated that patrons had come to the library by car in 68.1% of the visits, walked in 24.7% of the visits, come by bus in 3.2% of the visits, and come by some other means in 4.0% of the visits. These data are reported in Table B-21.

When a patron reported he had come to the library "some other way," he was asked to identify his means of transportation. All those that answered this part of the question had come to the library by bicycle.

There was some variation in the responses for the three libraries. SPL had the highest proportion of visits made by means of car --77.4%, compared to 71.8% for LCPL and 66.1% for TPL. In addition, TPL had a higher proportion of visits when the patron walked to the library (26.5%) than either LCPL (21.2%) or SPL (18.4%). The percentages of visits made by bus and other means were more nearly similar for the three libraries. Visits made by bus represented 4.2% of TPL's visits, 0.7% of LCPL's and 0.5% of SPL's. Visits made by other means accounted for 6.2% of all visits at LCPL, 3.8% of visits at SPL and 3.2% of visits at TPL.

At each of the individual LCPL agencies, patrons came to the library by car in 60% or more of the visits. The library with the most visits by car was LCPL headquarters (82.0% of its visits). Most of the visits not made by car were made by walking, although at Waterville and Oregon there were relatively high proportions of visits when the patron traveled by some other means (15.9% and 14.1%, respectively).

In TPL, the agencies can be grouped into three categories that generally describe the means of transportation used by their patrons: (1) Those where patrons walked to the library in about the same number of instances as they rode by car--Jermain, Kent, Mott and South: (2) Those where twice as many patrons, or more, walked than came by car--Birmingham and LaGrange-Central; and (3) Those where twice as many patrons, or more, came by car than walked--TPL Main, Heatherdowns, Locke, Point Place, Sanger, Toledo Heights and West Toledo. Transportation by some other means accounted for only a small proportion of visits to TPL agencies, with Point Place having the highest percentage (9.0%). At TPL Main, in 11.0% of the visits the patron had come by bus. These visits represented 76.7% of all visits by bus reported for TPL.

Activities in Conjunction with Library Visit

In response to the next question, "Was your trip solely in order to visit the library, or was your visit done in conjunction with something else?" patrons were asked to check one of the following answers: "solely to visit the library," "in conjunction with shopping," or "in conjunction with some other activity." As shown in Table B-22, of all responses tabulated, 62.4% reported that the trip was made solely to visit the library, 18.2% reported it was made in conjunction with shopping, and 19.4% reported it was made in conjunction with some other activity. The "other activity" was not explained on about two-fifths of the questionnaires that reported it; on the rest, it was distributed fairly evenly among a variety of activities including school, meetings, job, dinner, leisure, and visiting friends.

1. Solely to Visit the Library. (62.4%). The proportion of visits made solely to visit the library was fairly similar for the three libraries--62.8% for TPL, 62.3% for LCPL and 58.0% for SPL. In LCPL, the percentage of visits made solely to visit the library was lower than the average for all LCPL agencies at Oregon (54.1%) and Ottawa Hills (55.6%). In TPL, six branches had proportionately more visits of this type than the average for all TPL agencies--Mott (72.8%), Toledo Heights (71.7%), LaGrange-Central (71.0%), Point Place (69.8%), South (69.5%) and Birmingham (69.2%). In addition, Sanger had proportionately fewer such visits (53.1%).

2. In Conjunction with Some Other Activity (19.4%). Visits in conjunction with some other activity represented fairly similar shares of the visits at the three libraries--21.6% at LCPL, 18.6% at TPL and 18.3% at SPL. In LCPL, there was one agency with a higher-than-average proportion of visits made in conjunction with some other activity (Ottawa Hills --31.5%) and one agency with a lower-than-average proportion (Reynolds Corners - 12.2%). In TPL, the proportion of such visits was higher than

the TPL average at TPL Main (25.9%) and lower than the average at Point Place (7.9%), Heatherdowns (11.1%), Toledo Heights (12.1%) and Sanger (13.1%).

3. In Conjunction with Shopping (18.2%). The proportion of visits made in conjunction with shopping was somewhat higher at SPL (23.7%) than at either TPL (18.6%) or LCPL (16.1%). In LCPL, visits in conjunction with shopping were proportionately higher than the average for all LCPL agencies at Reynolds Corners (24.4%) and lower than the average at Waterville (10.4%). In TPL, such visits represented a higher-than-average proportion at Sanger (33.9%) and a lower-than-average proportion at LaGrange-Central (6.9%), Mott (10.6%), West Toledo (12.9%), South (13.1%) and Birmingham (13.2%).

Proximity of Library to Home

Patrons were asked on the questionnaire, "Is this library the public library closest to your home?" The tabulation of the responses showed that, overall, for 68.3% of the visits, the library at which the questionnaire was answered was the library closest to the patron's home; for 30.0% of the visits, it was not the one closest to the patron's home; aod for 1.8% of the visits, the patron indicated he did not know. As shown in Table B-23, there was significant variaton in the responses from the main libraries of TPL and LCPL compared with their respective branches. At LCPL headquarters, the proportion of responses saying it was not the closest library was 41.5%; while at all LCPL branches combined, it was only 6.2% (ranging from 2.0% at Oregon to 16.1% at Ottawa Hills). At TPL Main, questionnaires reporting the library was not the closest one represented 85.5% of all responses, compared with only 16.3% at the combined TPL branches (where the proportion ranged from 3.2% at Point Place to 32.4% at Toledo Heights). Responses at SPL had a low proportion saying the library was not the closest one to the patron's home (10.9%), similar to those for branch libraries.

Reasons for Using More Distant Library

If the patron reported that the library he was at was not the public library closest to his home, he was then asked to indicate which one, or more, of the eight following reasons explained his using the more distant library: "parking is better here," "this library is larger and has more material," "my local library is closed today," "this library is closest to my school," "this library is closest to my place of employment," "I just happened to be near this library today," "the service at this library is better," and "some other reason."

About 27% of the questionnaires had responses to this question. Since the proportion of responses reporting patrons were not using the closest library was highest for the main libraries of LCPL and TPL, these two libraries are very heavily represented in the answers to this question. In the LCPL responses, 71.3% are from LCPL headquarters and in the TPL responses, 70.2% are from TPL Main.

SPL had a higher number of reasons per questionnaire than either LCPL or TPL. The average number of reasons per questionnaire for the three libraries was 1.67 for SPL, 1.28 for TPL and 1.27 for LCPL.

Responses to the question were as follows: the library the patron was using was larger and had more material--reported on 61.9% of the questionnaires; the service at that library was better--14.7%; the patron just happened to be near the library that day--14.2%; the library was closest to the patron's place of employment--12.0%; the library was closest to the patron's school--3.8%; parking was better at that library --3.0%; the patron's local library was closed that day--2.9%; and "some other reason"--15.4% (the second highest proportion).

Responses were further analyzed according to the following categories: LCPL headquarters, the combined LCPL branches, TPL Main, the combined TPL branches and SPL. Although the tally of responses to this question, presented in Table B-24, gives individual information for all agencies, much data for SPL and the LCPL branches are unreliable because the number of responses is so small. Only two reasons each from SPL and the combined LCPL branch libraries have a sufficient number of answers to give reliable results (#2 and #8 below for SPL and #2 and #4 for the LCPL branches).

1. This Library is Larger and Has More Material (61.9%). This was overwhelmingly the most popular reason at TPL Main, where it was given in 74.5% of the responses, compared with 17.1% for the second most frequently given answer at Main ("The service at this library is better"). It was also the most frequent response at both LCPL headquarters (in 55.4% of the questionnaires) and the combined TPL branches (33.9%), although in neither instance was it so dominant as at TPL Main.

2. Some Other Reason (15.4%). This was reported in a significant proportion of the questionnaires at all libraries except TPL Main --45.6% of the LCPL branches; 43.1% of SPL's; 23.4% of LCPL headquarters; 21.8% of the TPL branches; and 6.2% of TPL Main's.

3. The Service at This Library is Better (14.7%). This reason seems to assume most importance at the main libraries of the two larger libraries. It was cited in 19.1% of the responses from LCPL headquarters, 17.1% from TPL Main, 6.6% from TPL branches, and in too few instances from either SPL or the combined LCPL branches to be considered reliable.

4. Just Happened to be Near This Library Today (14.2%). This was a more important reason at the branches than at their respective main libraries--reported on 25.6% of the questionnaires from LCPL branches vs. 17.2% from LCPL headquarters and 15.9% of the questionnaires from TPL branches compared with 10.9% at TPL Main.

5. This Library is Closest to My Place of Employment (12.0%). Only TPL Main and the TPL branches had reliable data on this reason; it was mentioned in 14.9% of TPL Main's responses and 10.5% of those from the TPL branches.

6. This Library is Closest to My School (3.8%). Again, only the TPL libraries had a sufficient number of responses to give reliable results. This reason was given on 7.2% of the questionnaires from TPL branches and 2.2% of those from TPL Main.

7. Parking is Better Here (3.0%). Patrons reported this reason on 12.9% of the responses from LCPL headquarters and on 5.5% from the the TPL branches.

8. My Local Library is Closed Today (2.9%). The proportion of responses indicating the patron's local library was closed that day was significantly higher at SPL (20.7%) than at other libraries--4.4% for the TPL branches and 2.2% for TPL Main.

Remaining Questions on User Questionnaire

At the beginning of this appendix, it was noted that the three purposes of the user questionnaire were: (1) to determine reasons for library visits as well as the degree of satisfaction associated with them; (2) to learn the characteristics of library users; and (3) to determine characteristics of trips made to libraries. All the questions from the questionnaire that have been dealt with in the preceding paragraphs relate to either the first or third of these purposes. These are the only questions that have been analyzed by individual agencies. Questions relating to the second purpose--characteristics of library users--did not include in the tabulation of responses all questionnaires drawn for the sample. The tally of responses for user characteristics represent only those questionnaires that were filled out by individuals who were residents of Lucas County and who also completed a questionnaire for the first time. These two conditions reduced the number of usable questionnaires by about 20% and questionnaires with no answers further reduced this number. It was, therefore, decided to study questions about user characteristics for the county as a whole with no breakdown by individual agencies. Findings about library users in Lucas County are presented in Chapter III. The raw data for these findings appear in Tables B-27 through B-31 which follow, along with tabulations for the remaining questions that appeared in the questionnaire.

Table B-3

Q-1: WHY DID YOU COME TO THE LIBRARY TODAY?

	GRAND TOTAL	TOTAL LUCAS COUNTY	LUCAS COUNTY MAIN	OREGON	OTTOWA HILLS	REY-NOLDS CORNERS	WASH-INGTON	WATER-VILLE	SYL-VANIA	TOTAL TOLEDO	MAIN	BIR-MINGHAM
TOTAL	12048 12048 12048	2993 24.8 2993	768 6.4 768	305 2.5 305	118 1.0 118	497 4.1 497	1079 9.0 1079	227 1.9 227	594 4.9 594	8461 70.2 8461	2495 20.7 2495	177 1.5 177
BRING CHILD TO LIBRARY	1620 1620 13.4	501 30.9 16.7	135 8.3 17.6	31 1.9 10.2	10 .6 8.5	105 6.5 21.1	171 10.6 15.8	50 3.1 22.0	89 5.5 15.0	1029 63.5 12.2	74 4.6 3.0	21 1.3 11.9
MEET WITH FRIENDS	547 547 4.5	149 27.2 5.0	52 9.5 6.8		7 1.3 5.9	13 2.4 2.6	69 12.6 6.4	9 1.6 4.0	25 4.6 4.2	373 68.2 4.4	93 17.0 3.7	11 2.0 6.2
RETURN BOOKS, OTHER MATERIALS	5747 5747 47.7	1413 24.6 47.2	368 6.4 47.9	140 2.4 45.9	86 1.5 72.9	216 3.8 43.5	462 8.0 42.8	141 2.5 62.1	332 5.8 55.9	4002 69.6 47.3	817 14.2 32.7	67 1.2 37.9
STUDY, USING OWN MATERIAL	540 540 4.5	140 25.9 4.7	39 7.2 5.1	6 1.1 2.0	2 .4 1.7	20 3.7 4.0	69 12.8 6.4	5 .9 2.2	28 5.2 4.7	372 68.9 4.4	149 27.6 6.0	28 5.2 15.8
STUDY, USING LIBRARY MATERIAL	2337 2337 19.4	596 25.5 19.9	123 5.3 16.0	55 2.4 18.0	5 .2 4.2	92 3.9 18.5	308 13.2 28.5	14 .6 6.2	105 4.5 17.7	1637 70.0 19.3	656 28.1 26.3	57 2.4 32.2
FOR GENERAL READING	4154 4154 34.5	1070 25.8 35.8	290 7.0 37.8	128 3.1 42.0	60 1.4 50.8	183 4.4 36.8	300 7.2 27.8	109 2.6 48.0	212 5.1 35.7	2871 69.1 33.9	607 14.6 24.3	64 1.5 36.2
FOR SPECIFIC BOOK	3767 3767 31.3	973 25.8 32.5	323 8.6 42.1	92 2.4 30.2	41 1.1 34.7	163 4.3 32.8	291 7.7 27.0	64 1.7 28.2	166 4.4 27.9	2628 69.8 31.1	836 22.2 33.5	64 1.7 36.2
ATTEND BOOK DISCUSSION	97 97 .8	21 21.6 .7	6 6.2 .8	6 6.2 2.0			9 9.3 .8		3 3.1 .5	73 75.3 .9		42 43.3 23.7
ATTEND OTHER LIBRARY PROGRAM	75 75 .6								3 4.0 .5	72 96.0 .9	12 16.0 .5	18 24.0 10.2
ATTEND GROUP MEETING	102 102 .8	49 48.0 1.6	19 18.6 2.5	6 5.9 2.0		7 6.9 1.4	17 16.7 1.6		3 2.9 .5	50 49.0 .6	19 18.6 .8	7 6.9 4.0
SEE EXHIBIT, DISPLAY	256 256 2.1	38 14.8 1.3	26 10.2 3.4	6 2.3 2.0		7 2.7 1.4			9 3.5 1.5	209 81.6 2.5	99 38.7 4.0	7 2.7 4.0

Table B-3
(continued)

Q-1: WHY DID YOU COME TO THE LIBRARY TODAY?

READ MAGAZINES, NEWSPAPERS	1015 1015 8.4	160 15.8 5.3	65 6.4 8.5	6 .6 2.0		33 3.3 6.6	43 4.2 4.0	14 1.4 6.2	28 2.8 4.7	827 81.5 9.8	334 32.9 13.4	46 4.5 26.0
JUST BROWSE AROUND	2468 2468 20.5	494 20.0 16.5	155 6.3 20.2	24 1.0 7.9	10 .4 8.5	124 5.0 24.9	154 6.2 14.3	27 1.1 11.9	102 4.1 17.2	1872 75.9 22.1	520 21.1 20.8	50 2.0 28.2
FOR MATERIALS, INFO ON SPECIFIC SUBJECT	4583 4583 38.0	1199 26.2 40.1	335 7.3 43.6	116 2.5 38.0	26 .6 22.0	144 3.1 29.0	505 11.0 46.8	73 1.6 32.2	234 5.1 39.4	3150 68.7 37.2	1207 26.3 48.4	64 1.4 36.2
SOME OTHER REASON	463 463 3.8	126 27.2 4.2	39 8.4 5.1	12 2.6 3.9	17 3.7 14.4	7 1.5 1.4	43 9.3 4.0	9 1.9 4.0	37 8.0 6.2	300 64.8 3.5	118 25.5 4.7	7 1.5 4.0
NA	112 112 .9	9 8.0 .3	6 5.4 .8		2 1.8 1.7				3 2.7 .5	101 90.2 1.2	31 27.7 1.2	

Table B-3
(continued)

Q-1: WHY DID YOU COME TO THE LIBRARY TODAY?

	GRAND TOTAL	HEATH-ERDOWNS	JERMAIN	KENT	LA GRANGE-CENTRAL	LOCKE	MOTT	POINT PLACE	SANGER	SOUTH	TOLEDO HEIGHTS	WEST TOLEDO
TOTAL	12048 12048 12048	1111 9.2 1111	86 .7 86	187 1.6 187	270 2.2 270	564 4.7 564	276 2.3 276	497 4.1 497	1217 10.1 1217	301 2.5 301	272 2.3 272	1009 8.4 1009
BRING CHILD TO LIBRARY	1620 1620 13.4	291 18.0 26.2	4 .2 4.7	42 2.6 22.5	22 1.4 8.1	32 2.0 5.7	39 2.4 14.1	67 4.1 13.5	169 10.4 13.9	43 2.7 14.3	44 2.7 16.2	181 11.2 17.9
MEET WITH FRIENDS	547 547 4.5	77 14.1 6.9	2 .4 2.3	4 .7 2.1	6 1.1 2.2	32 5.9 5.7	22 4.0 8.0	7 1.3 1.4	59 10.8 4.8		6 1.1 2.2	55 10.1 5.5
RETURN BOOKS, OTHER MATERIALS	5747 5747 47.7	461 8.0 41.5	45 .8 52.3	107 1.9 57.2	138 2.4 51.1	330 5.7 58.5	127 2.2 46.0	304 5.3 61.2	650 11.3 53.4	172 3.0 57.1	183 3.2 67.3	599 10.4 59.4
STUDY, USING OWN MATERIAL	540 540 4.5	34 6.3 3.1	2 .4 2.3	4 .7 2.1	17 3.1 6.3	24 4.4 4.3	11 2.0 4.0	22 4.1 4.4	8 1.5 .7	12 2.2 4.0	6 1.1 2.2	55 10.2 5.5
STUDY, USING LIBRARY MATERIAL	2337 2337 19.4	197 8.4 17.7	15 .6 17.4	19 .8 10.2	72 3.1 26.7	48 2.1 8.5	66 2.8 23.9	89 3.8 17.9	186 8.0 15.3	43 1.8 14.3	56 2.4 20.6	134 5.7 13.3
FOR GENERAL READING	4154 4154 34.5	410 9.9 36.9	36 .9 41.9	92 2.2 49.2	99 2.4 36.7	234 5.6 41.5	55 1.3 19.9	215 5.2 43.3	465 11.2 38.2	129 3.1 42.9	128 3.1 47.1	339 8.2 33.6
FOR SPECIFIC BOOK	3767 3767 31.3	256 6.8 23.0	9 .2 10.5	57 1.5 30.5	94 2.5 34.8	177 4.7 31.4	61 1.6 22.1	193 5.1 38.8	346 9.2 28.4	86 2.3 28.6	95 2.5 34.9	355 9.4 35.2
ATTEND BOOK DISCUSSION	97 97 .8	9 9.3 .8			6 6.2 2.2				8 8.2 .7			8 8.2 .8
ATTEND OTHER LIBRARY PROGRAM	75 75 .6						6 8.0 2.2		8 10.7 .7	6 8.0 2.0	6 8.0 2.2	16 21.3 1.6
ATTEND GROUP MEETING	102 102 .8				11 10.8 4.1	8 7.8 1.4	6 5.9 2.2					
SEE EXHIBIT, DISPLAY	256 256 2.1	9 3.5 .8	4 1.6 4.7	8 3.1 4.3	11 4.3 4.1	8 3.1 1.4	6 2.3 2.2	22 8.6 4.4	17 6.6 1.4		11 4.3 4.0	8 3.1 .8

Table B-3
(continued)

Q-1: WHY DID YOU COME TO THE LIBRARY TODAY?

READ MAGAZINES, NEWSPAPERS	1015 1015 8.4	68 6.7 6.1	6 .6 7.0	19 1.9 10.2	55 5.4 20.4	48 4.7 8.5	28 2.8 10.1	37 3.6 7.4	101 10.0 8.3	6 .6 2.0	39 3.8 14.3	39 3.8 3.9
JUST BROWSE AROUND	2468 2468 20.5	470 19.0 42.3	19 .8 22.1	69 2.8 36.9	55 2.2 20.4	73 3.0 12.9	33 1.3 12.0	82 3.3 16.5	237 9.6 19.5	37 1.5 12.3	56 2.3 20.6	173 7.0 17.1
FOR MATERIALS, INFO ON SPECIFIC SUBJECT	4583 4583 38.0	273 6.0 24.6	30 .7 34.9	46 1.0 24.6	121 2.6 44.8	153 3.3 27.1	88 1.9 31.9	222 4.8 44.7	406 8.9 33.4	98 2.1 32.6	95 2.1 34.9	347 7.6 34.4
SOME OTHER REASON	463 463 3.8	34 7.3 3.1	4 .9 4.7		6 1.3 2.2		11 2.4 4.0		17 3.7 1.4	25 5.4 8.3	17 3.7 6.3	63 13.6 6.2
NA	112 112 .9	17 15.2 1.5	8 7.1 9.3	4 3.6 2.1	6 5.4 2.2	8 7.1 1.4		7 6.3 1.4	8 7.1 .7	6 5.4 2.0	6 5.4 2.2	

Table B-4

Q-2: IF YOU CAME TO THE LIBRARY TODAY TO GET MATERIAL OR INFORMATION, WHAT WAS THIS MAINLY FOR?

	GRAND TOTAL	TOTAL LUCAS COUNTY	LUCAS COUNTY MAIN	OREGON	OTTOWA HILLS	REY-NOLDS CORNERS	WASH-INGTON	WATER-VILLE	SYL-VANIA	TOTAL TOLEDO	MAIN	BIR-MINGHAM
TOTAL	9414	2275	651	220	84	360	788	173	437	6702	2049	163
	9414	24.2	6.9	2.3	.9	3.8	8.4	1.8	4.6	71.2	21.8	1.7
	9414	2275	651	220	84	360	788	173	437	6702	2049	163
PERSONAL READING	4627	1010	303	104	67	183	248	104	218	3399	916	106
	4627	21.8	6.5	2.2	1.4	4.0	5.4	2.2	4.7	73.5	19.8	2.3
	49.2	44.4	46.5	47.3	79.8	50.8	31.5	60.1	49.9	50.7	44.7	65.0
FAMILYS READING	1057	348	90	24	17	85	77	54	58	651	87	14
	1057	32.9	8.5	2.3	1.6	8.0	7.3	5.1	5.5	61.6	8.2	1.3
	11.2	15.3	13.8	10.9	20.2	23.6	9.8	31.2	13.3	9.7	4.2	8.6
JOB	682	132	52		7	26	43	5	18	531	285	7
	682	19.4	7.6		1.0	3.8	6.3	.7	2.6	77.9	41.8	1.0
	7.2	5.8	8.0		8.3	7.2	5.5	2.9	4.1	7.9	13.9	4.3
SCHOOL WORK	4242	1114	303	110	22	124	497	59	222	2906	935	81
	4242	26.3	7.1	2.6	.5	2.9	11.7	1.4	5.2	68.5	22.0	1.9
	45.1	49.0	46.5	50.0	26.2	34.4	63.1	34.1	50.8	43.4	45.6	49.7
CLUB ACTIVITY	266	75	19	12		13	26	5	9	182	74	4
	266	28.2	7.1	4.5		4.9	9.8	1.9	3.4	68.4	27.8	1.5
	2.8	3.3	2.9	5.5		3.6	3.3	2.9	2.1	2.7	3.6	2.5
ANOTHER PERSON	669	151	65	6	10	7	60	5	40	478	136	
	669	22.6	9.7	.9	1.5	1.0	9.0	.7	6.0	71.4	20.3	
	7.1	6.6	10.0	2.7	11.9	1.9	7.6	2.9	9.2	7.1	6.6	
SOME OTHER REASON	369	77	19	18	2	20	9	9	9	283	80	18
	369	20.9	5.1	4.9	.5	5.4	2.4	2.4	2.4	76.7	21.7	4.9
	3.9	3.4	2.9	8.2	2.4	5.6	1.1	5.2	2.1	4.2	3.9	11.0
NA	2747	727	123	85	36	137	291	54	160	1860	477	14
	2747	26.5	4.5	3.1	1.3	5.0	10.6	2.0	5.8	67.7	17.4	.5
	29.2	32.0	18.9	38.6	42.9	38.1	36.9	31.2	36.6	27.8	23.3	8.6

Table B-4
(continued)

Q-2: IF YOU CAME TO THE LIBRARY TODAY TO GET MATERIAL OF INFORMATION, WHAT WAS THIS MAINLY FOR?

	GRAND TOTAL	HEATH-ERDOWNS	JERMAIN	KENT	LA GRANGE-CENTRAL	LOCKE	MOTT	POINT PLACE	SANGER	SOUTH	TOLEDO HEIGHTS	WEST TOLEDO
TOTAL	9414 9414 9414	855 9.1 855	66 .7 66	149 1.6 149	237 2.5 237	411 4.4 411	237 2.5 237	408 4.3 408	895 9.5 895	258 2.7 258	234 2.5 234	741 7.9 741
PERSONAL READING	4627 4627 49.2	479 10.4 56.0	38 .8 57.6	84 1.8 56.4	121 2.6 51.1	234 5.1 56.9	88 1.9 37.1	215 4.6 52.7	448 9.7 50.1	147 3.2 57.0	145 3.1 62.0	378 8.2 51.0
FAMILYS READING	1057 1057 11.2	103 9.7 12.0	6 .6 9.1	19 1.8 12.8	22 2.1 9.3	16 1.5 3.9	28 2.6 11.8	44 4.2 10.8	127 12.0 14.2	31 2.9 12.0	44 4.2 18.8	110 10.4 14.8
JOB	682 682 7.2	34 5.0 4.0	2 .3 3.0	8 1.2 5.4	28 4.1 11.8	8 1.2 1.9	22 3.2 9.3	30 4.4 7.4	51 7.5 5.7	12 1.8 4.7	6 .9 2.6	39 5.7 5.3
SCHOOL WORK	4242 4242 45.1	367 8.7 42.9	23 .5 34.8	46 1.1 30.9	143 3.4 60.3	129 3.0 31.4	88 2.1 37.1	148 3.5 36.3	389 9.2 43.5	104 2.5 40.3	106 2.5 45.3	347 8.2 46.8
CLUB ACTIVITY	266 266 2.8	17 6.4 2.0	2 .8 3.0	4 1.5 2.7			11 4.1 4.6	22 8.3 5.4	8 3.0 .9			39 14.7 5.3
ANOTHER PERSON	669 669 7.1	77 11.5 9.0	4 .6 6.1	4 .6 2.7	6 .9 2.5	16 2.4 3.9	33 4.9 13.9	44 6.6 10.8	59 8.8 6.6	25 3.7 9.7	11 1.6 4.7	63 9.4 8.5
SOME OTHER REASON	369 369 3.9	43 11.7 5.0	4 1.1 6.1	4 1.1 2.7	17 4.6 7.2	48 13.0 11.7	22 6.0 9.3	7 1.9 1.7	8 2.2 .9	12 3.3 4.7	11 3.0 4.7	8 2.2 1.1
NA	2747 2747 29.2	273 9.9 31.9	28 1.0 42.4	42 1.5 28.2	39 1.4 16.5	161 5.9 39.2	39 1.4 16.5	96 3.5 23.5	329 12.0 36.8	49 1.8 19.0	44 1.6 18.8	268 9.8 36.2

Table B-5

Q-3: IF YOU CAME TO THE LIBRARY TODAY TO OBTAIN SOME SPECIFIC MATERIALS OR INFORMATION, WERE YOU COMPLETELY, PARTIALLY, OR NOT SATISFIED?

	GRAND TOTAL	TOTAL LUCAS COUNTY	LUCAS COUNTY MAIN	OREGON	OTTOWA HILLS	REY-NOLDS CORNERS	WASH-INGTON	WATER-VILLE	SYL-VANIA	TOTAL TOLEDO	MAIN	BIR-MINGHAM
TOTAL	7917	1842	510	177	67	288	642	159	378	5696	1826	138
	7917	23.3	6.4	2.2	.8	3.6	8.1	2.0	4.8	71.9	23.1	1.7
	7917	1842	510	177	67	288	642	159	378	5696	1826	138
COMPLETELY SATISFIED	4933	1163	329	140	41	137	402	114	234	3536	1220	99
	4933	23.6	6.7	2.8	.8	2.8	8.1	2.3	4.7	71.7	24.7	2.0
	62.3	63.1	64.5	79.1	61.2	47.6	62.6	71.7	61.9	62.1	66.8	71.7
PARTIALLY SATISFIED	2339	564	168	31	17	98	206	45	111	1665	477	28
	2339	24.1	7.2	1.3	.7	4.2	8.8	1.9	4.7	71.2	20.4	1.2
	29.5	30.6	32.9	17.5	25.4	34.0	32.1	28.3	29.4	29.2	26.1	20.3
NOT SATISFIED	644	115	13	6	10	52	34		34	495	130	11
	644	17.9	2.0	.9	1.6	8.1	5.3		5.3	76.9	20.2	1.7
	8.1	6.2	2.5	3.4	14.9	18.1	5.3		9.0	8.7	7.1	8.0
NA	4244	1159	264	128	53	209	437	68	218	2866	700	39
	4244	27.3	6.2	3.0	1.2	4.9	10.3	1.6	5.1	67.5	16.5	.9
	53.6	62.9	51.8	72.3	79.1	72.6	68.1	42.8	57.7	50.3	38.3	28.3

	GRAND TOTAL	HEATH-ERDOWNS	JERMAIN	KENT	LA GRANGE-CENTRAL	LOCKE	MOTT	POINT PLACE	SANGER	SOUTH	TOLEDO HEIGHTS	WEST TOLEDO
TOTAL	7917	658	62	111	193	306	193	356	760	203	228	662
	7917	8.3	.8	1.4	2.4	3.9	2.4	4.5	9.6	2.6	2.9	8.4
	7917	658	62	111	193	306	193	356	760	203	228	662
COMPLETELY SATISFIED	4933	316	45	88	94	218	138	237	456	135	128	363
	4933	6.4	.9	1.8	1.9	4.4	2.8	4.8	9.2	2.7	2.6	7.4
	62.3	48.0	72.6	79.3	48.7	71.2	71.5	66.6	60.0	66.5	56.1	54.8
PARTIALLY SATISFIED	2339	231	9	19	77	73	50	96	253	49	50	252
	2339	9.9	.4	.8	3.3	3.1	2.1	4.1	10.8	2.1	2.1	10.8
	29.5	35.1	14.5	17.1	39.9	23.9	25.9	27.0	33.3	24.1	21.9	38.1
NOT SATISFIED	644	111	8	4	22	16	6	22	51	18	50	47
	644	17.2	1.2	.6	3.4	2.5	.9	3.4	7.9	2.8	7.8	7.3
	8.1	16.9	12.9	3.6	11.4	5.2	3.1	6.2	6.7	8.9	21.9	7.1
NA	4244	470	32	80	83	266	83	148	465	104	50	347
	4244	11.1	.8	1.9	2.0	6.3	2.0	3.5	11.0	2.5	1.2	8.2
	53.6	71.4	51.6	72.1	43.0	86.9	43.0	41.6	61.2	51.2	21.9	52.4

Table B-6

Q-3A: IF YOU WERE NOT COMPLETELY SATISFIED, WHY NOT?

	GRAND TOTAL	TOTAL LUCAS COUNTY	LUCAS COUNTY MAIN	OREGON	OTTOWA HILLS	REY- NOLDS CORNERS	WASH- INGTON	WATER- VILLE	SYL- VANIA	TOTAL TOLEDO	MAIN	BIR- MINGHAM
TOTAL	3274	749	200	55	24	163	257	50	151	2374	662	53
	3274	22.9	6.1	1.7	.7	5.0	7.8	1.5	4.6	72.5	20.2	1.6
	3274	749	200	55	24	163	257	50	151	2374	662	53
MATERIAL WANTED NOT ON LIBRARY SHELVES	1647	336	84	18	17	92	94	32	80	1231	316	32
	1647	20.4	5.1	1.1	1.0	5.6	5.7	1.9	4.9	74.7	19.2	1.9
	50.3	44.9	42.0	32.7	70.8	56.4	36.6	64.0	53.0	51.9	47.7	60.4
CARD CATALOG SHOWS LIBRARY DOESNT OWN MATERIAL	607	147	65	6	2	13	51	9	28	433	99	14
	607	24.2	10.7	1.0	.3	2.1	8.4	1.5	4.6	71.3	16.3	2.3
	18.5	19.6	32.5	10.9	8.3	8.0	19.8	18.0	18.5	18.2	15.0	26.4
COULDNT FIND MATERIAL	895	202	32	18	7	33	111		40	653	155	7
	895	22.6	3.6	2.0	.8	3.7	12.4		4.5	73.0	17.3	.8
	27.3	27.0	16.0	32.7	29.2	20.2	43.2		26.5	27.5	23.4	13.2
MATERIAL TOO ELEMENTARY	260	62		12	5	7	34	5	15	183	25	7
	260	23.8		4.6	1.9	2.7	13.1	1.9	5.8	70.4	9.6	2.7
	7.9	8.3		21.8	20.8	4.3	13.2	10.0	9.9	7.7	3.8	13.2
MATERIAL TOO ADVANCED	139	26		6	2		17			113	25	14
	139	18.7		4.3	1.4		12.2			81.3	18.0	10.1
	4.2	3.5		10.9	8.3		6.6			4.8	3.8	26.4
MATERIAL OUT OF DATE	327	78	26	6	5	20	17	5	18	231	68	11
	327	23.9	8.0	1.8	1.5	6.1	5.2	1.5	5.5	70.6	20.8	3.4
	10.0	10.4	13.0	10.9	20.8	12.3	6.6	10.0	11.9	9.7	10.3	20.8
NOT ENOUGH MATERIAL OF THIS KIND IN LIBRARY	1284	290	58	12	7	92	103	18	74	920	248	14
	1284	22.6	4.5	.9	.5	7.2	8.0	1.4	5.8	71.7	19.3	1.1
	39.2	38.7	29.0	21.8	29.2	56.4	40.1	36.0	49.0	38.8	37.5	26.4
OTHER REASON	218	28		6	2	7	9	5	6	184	68	11
	218	12.8		2.8	.9	3.2	4.1	2.3	2.8	84.4	31.2	5.0
	6.7	3.7		10.9	8.3	4.3	3.5	10.0	4.0	7.8	10.3	20.8
NA	8887	2253	574	250	96	333	822	177	446	6188	1863	124
	8887	25.4	6.5	2.8	1.1	3.7	9.2	2.0	5.0	69.6	21.0	1.4
	271.4	300.8	287.0	454.5	400.0	204.3	319.8	354.0	295.4	260.7	281.4	234.0

Table B-6
(continued)

Q-3A: IF YOU WERE NOT COMPLETELY SATISFIED, WHY NOT?

	GRAND TOTAL	HEATH-ERDOWNS	JERMAIN	KENT	LA GRANGE-CENTRAL	LOCKE	MOTT	POINT PLACE	SANGER	SOUTH	TOLEDO HEIGHTS	WEST TOLEDO
TOTAL	3274	393	17	23	121	105	72	141	304	86	106	292
	3274	12.0	.5	.7	3.7	3.2	2.2	4.3	9.3	2.6	3.2	8.9
	3274	393	17	23	121	105	72	141	304	86	106	292
MATERIAL WANTED NOT ON LIBRARY SHELVES	1647	222	6	15	61	56	28	82	161	31	89	134
	1647	13.5	.4	.9	3.7	3.4	1.7	5.0	9.8	1.9	5.4	8.1
	50.3	56.5	35.3	65.2	50.4	53.3	38.9	58.2	53.0	36.0	84.0	45.9
CARD CATALOG SHOWS LIBRARY DOESNT OWN MATERIAL	607	68	4	4	17	16	17	15	68	18	39	55
	607	11.2	.7	.7	2.8	2.6	2.8	2.5	11.2	3.0	6.4	9.1
	18.5	17.3	23.5	17.4	14.0	15.2	23.6	10.6	22.4	20.9	36.8	18.8
COULDNT FIND MATERIAL	895	111	4	4	44	40	11	37	93	25	28	95
	895	12.4	.4	.4	4.9	4.5	1.2	4.1	10.4	2.8	3.1	10.6
	27.3	28.2	23.5	17.4	36.4	38.1	15.3	26.2	30.6	29.1	26.4	32.5
MATERIAL TOO ELEMENTARY	260	34	2		17	8	11	7	17	12	11	32
	260	13.1	.8		6.5	3.1	4.2	2.7	6.5	4.6	4.2	12.3
	7.9	8.7	11.8		14.0	7.6	15.3	5.0	5.6	14.0	10.4	11.0
MATERIAL TOO ADVANCED	139	26				24			8			16
	139	18.7				17.3			5.8			11.5
	4.2	6.6				22.9			2.6			5.5
MATERIAL OUT OF DATE	327	9				8	11	22	17		22	63
	327	2.8				2.4	3.4	6.7	5.2		6.7	19.3
	10.0	2.3				7.6	15.3	15.6	5.6		20.8	21.6
NOT ENOUGH MATERIAL OF THIS KIND IN LIBRARY	1284	145	6	15	61	24	33	59	135	18	28	134
	1284	11.3	.5	1.2	4.8	1.9	2.6	4.6	10.5	1.4	2.2	10.4
	39.2	36.9	35.3	65.2	50.4	22.9	45.8	41.8	44.4	20.9	26.4	45.9
OTHER REASON	218	43	2		11		6		25		11	8
	218	19.7	.9		5.0		2.8		11.5		5.0	3.7
	6.7	10.9	11.8		9.1		8.3		8.2		10.4	2.7
NA	8887	735	77	168	154	467	204	363	921	221	172	717
	8887	8.3	.9	1.9	1.7	5.3	2.3	4.1	10.4	2.5	1.9	8.1
	271.4	187.0	452.9	730.4	127.3	444.8	283.3	257.4	303.0	257.0	162.3	245.5

Table B-7

Q-3B: DO YOU PLAN TO MAKE ANY FURTHER EFFORT TO OBTAIN THE MATERIAL OR INFORMATION YOU SOUGHT?

	GRAND TOTAL	TOTAL LUCAS COUNTY	LUCAS COUNTY MAIN	OREGON	OTTOWA HILLS	REY-NOLDS CORNERS	WASH-INGTON	WATER-VILLE	SYL-VANIA	TOTAL TOLEDO	MAIN	BIR-MINGHAM
TOTAL	3863	929	232	85	36	229	283	64	182	2753	780	60
	3863	24.0	6.0	2.2	.9	5.9	7.3	1.7	4.7	71.3	20.2	1.6
	3863	929	232	85	36	229	283	64	182	2753	780	60
YES-ASKED LIBRARY RESERVE MATERIAL	333	106	26	24	14	20	17	5	12	215	43	25
	333	31.8	7.8	7.2	4.2	6.0	5.1	1.5	3.6	64.6	12.9	7.5
	8.6	11.4	11.2	28.2	38.9	8.7	6.0	7.8	6.6	7.8	5.5	41.7
YES-ASKED LIBRARY BORROW MATERIAL FROM OTHER LIBRARY	163	36			10		17	9	6	121	25	11
	163	22.1			6.1		10.4	5.5	3.7	74.2	15.3	6.7
	4.2	3.9			27.8		6.0	14.1	3.3	4.4	3.2	18.3
YES-WILL COME BACK AND TRY AGAIN	1629	312	58	37	14	65	120	18	77	1239	347	46
	1629	19.2	3.6	2.3	.9	4.0	7.4	1.1	4.7	76.1	21.3	2.8
	42.2	33.6	25.0	43.5	38.9	28.4	42.4	28.1	42.3	45.0	44.5	76.7
YES-PLAN TO GO TO ANOTHER LIBRARY	1408	344	84	24	12	111	94	18	77	987	235	7
	1408	24.4	6.0	1.7	.9	7.9	6.7	1.3	5.5	70.1	16.7	.5
	36.4	37.0	36.2	28.2	33.3	48.5	33.2	28.1	42.3	35.9	30.1	11.7
YES-SOME OTHER KIND OF EFFORT	234	72	26		2	26	9	9	6	156	43	7
	234	30.8	11.1		.9	11.1	3.8	3.8	2.6	66.7	18.4	3.0
	6.1	7.8	11.2		5.6	11.4	3.2	14.1	3.3	5.7	5.5	11.7
NO-NOT THAT IMPORTANT	387	107	32	18		39	17		18	262	50	7
	387	27.6	8.3	4.7		10.1	4.4		4.7	67.7	12.9	1.8
	10.0	11.5	13.8	21.2		17.0	6.0		9.9	9.5	6.4	11.7
NO-ITS TOO LATE	393	93	19	6	5	20	34	9	22	279	87	11
	393	23.7	4.8	1.5	1.3	5.1	8.7	2.3	5.6	71.0	22.1	2.8
	10.2	10.0	8.2	7.1	13.9	8.7	12.0	14.1	12.1	10.1	11.2	18.3
NO-SOME OTHER REASON	139	31	6			7	9	9	3	105	43	7
	139	22.3	4.3			5.0	6.5	6.5	2.2	75.5	30.9	5.0
	3.6	3.3	2.6			3.1	3.2	14.1	1.6	3.8	5.5	11.7
NA	8297	2073	542	220	84	268	796	163	415	5809	1746	117
	8297	25.0	6.5	2.7	1.0	3.2	9.6	2.0	5.0	70.0	21.0	1.4
	214.8	223.1	233.6	258.8	233.3	117.0	281.3	254.7	228.0	211.0	223.8	195.0

Table B-7
(continued)

Q-3B: DO YOU PLAN TO MAKE ANY FURTHER EFFORT TO OBTAIN THE MATERIAL OR INFORMATION YOU SOUGHT?

	GRAND TOTAL	HEATH-ERDOWNS	JERMAIN	KENT	LA GRANGE-CENTRAL	LOCKE	MOTT	POINT PLACE	SANGER	SOUTH	TOLEDO HEIGHTS	WEST TOLEDO
TOTAL	3863 3863 3863	393 10.2 393	30 .8 30	34 .9 34	127 3.3 127	137 3.5 137	72 1.9 72	163 4.2 163	372 9.6 372	98 2.5 98	117 3.0 117	371 9.6 371
YES-ASKED LIBRARY RESERVE MATERIAL	333 333 8.6	9 2.7 2.3	2 .6 6.7	8 2.4 23.5	11 3.3 8.7	16 4.8 11.7	28 8.4 38.9	22 6.6 13.5	25 7.5 6.7	18 5.4 18.4		8 2.4 2.2
YES-ASKED LIBRARY BORROW MATERIAL FROM OTHER LIBRARY	163 163 4.2	9 5.5 2.3	2 1.2 6.7	4 2.5 11.8	17 10.4 13.4	8 4.9 5.8			25 15.3 6.7	6 3.7 6.1		16 9.8 4.3
YES-WILL COME BACK AND TRY AGAIN	1629 1629 42.2	188 11.5 47.8	15 .9 50.0	19 1.2 55.9	66 4.1 52.0	56 3.4 40.9	44 2.7 61.1	67 4.1 41.1	144 8.8 38.7	61 3.7 62.2	44 2.7 37.6	142 8.7 38.3
YES-PLAN TO GO TO ANOTHER LIBRARY	1408 1408 36.4	179 12.7 45.5	8 .6 26.7	23 1.6 67.6	39 2.8 30.7	32 2.3 23.4	17 1.2 23.6	37 2.6 22.7	177 12.6 47.6	25 1.8 25.5	67 4.8 57.3	142 10.1 38.3
YES-SOME OTHER KIND OF EFFORT	234 234 6.1	17 7.3 4.3	2 .9 6.7			8 3.4 5.8	6 2.6 8.3		34 14.5 9.1			39 16.7 10.5
NO-NOT THAT IMPORTANT	387 387 10.0	34 8.8 8.7	6 1.6 20.0		11 2.8 8.7	24 6.2 17.5	11 2.8 15.3	15 3.9 9.2	34 8.8 9.1	12 3.1 12.2	11 2.8 9.4	47 12.1 12.7
NO-ITS TOO LATE	393 393 10.2	9 2.3 2.3	4 1.0 13.3		28 7.1 22.0	8 2.0 5.8	6 1.5 8.3	30 7.6 18.4	17 4.3 4.6	18 4.6 18.4		63 16.0 17.0
NO-SOME OTHER REASON	139 139 3.6	9 6.5 2.3				8 5.8 5.8		15 10.8 9.2	17 12.2 4.6	6 4.3 6.1		
NA	8297 8297 214.8	735 8.9 187.0	64 .8 213.3	157 1.9 461.8	149 1.8 117.3	435 5.2 317.5	204 2.5 283.3	341 4.1 209.2	853 10.3 229.3	209 2.5 213.3	161 1.9 137.6	639 7.7 172.2

Table B-8

Q-4: DID YOU CONSULT A LIBRARIAN FOR HELP WHILE YOU WERE IN THE LIBRARY TODAY?

	GRAND TOTAL	TOTAL LUCAS COUNTY	LUCAS COUNTY MAIN	OREGON	OTTOWA HILLS	REY-NOLDS CORNERS	WASH-INGTON	WATER-VILLE	SYL-VANIA	TOTAL TOLEDO	MAIN	BIR-MINGHAM
TOTAL	10439 10439 10439	2544 24.4 2544	664 6.4 664	281 2.7 281	96 .9 96	438 4.2 438	865 8.3 865	200 1.9 200	498 4.8 498	7397 70.9 7397	2235 21.4 2235	156 1.5 156
NO	6112 6112 58.5	1541 25.2 60.6	445 7.3 67.0	165 2.7 58.7	31 .5 32.3	235 3.8 53.7	565 9.2 65.3	100 1.6 50.0	329 5.4 66.1	4241 69.4 57.3	1139 18.6 51.0	74 1.2 47.4
YES-WAS SATISFIED WITH SERVICE	4019 4019 38.5	957 23.8 37.6	187 4.7 28.2	116 2.9 41.3	60 1.5 62.5	203 5.1 46.3	291 7.2 33.6	100 2.5 50.0	154 3.8 30.9	2909 72.4 39.3	1009 25.1 45.1	78 1.9 50.0
YES-BUT NOT SATISFIED WITH SERVICE	308 308 3.0	46 14.9 1.8	32 10.4 4.8		5 1.6 5.2		9 2.9 1.0		15 4.9 3.0	247 80.2 3.3	87 28.2 3.9	4 1.3 2.6
NA	1722 1722 16.5	458 26.6 18.0	110 6.4 16.6	24 1.4 8.5	24 1.4 25.0	59 3.4 13.5	214 12.4 24.7	27 1.6 13.5	98 5.7 19.7	1165 67.7 15.7	291 16.9 13.0	21 1.2 13.5

	GRAND TOTAL	HEATH-ERDOWNS	JERMAIN	KENT	LA GRANGE-CENTRAL	LOCKE	MOTT	POINT PLACE	SANGER	SOUTH	TOLEDO HEIGHTS	WEST TOLEDO
TOTAL	10439 10439 10439	923 8.8 923	81 .8 81	157 1.5 157	242 2.3 242	516 4.9 516	254 2.4 254	474 4.5 474	1031 9.9 1031	233 2.2 233	245 2.3 245	851 8.2 851
NO	6112 6112 58.5	504 8.2 54.6	43 .7 53.1	103 1.7 65.6	154 2.5 63.6	346 5.7 67.1	127 2.1 50.0	282 4.6 59.5	642 10.5 62.3	154 2.5 66.1	145 2.4 59.2	528 8.6 62.0
YES-WAS SATISFIED WITH SERVICE	4019 4019 38.5	402 10.0 43.6	36 .9 44.4	53 1.3 33.8	72 1.8 29.8	145 3.6 28.1	121 3.0 47.6	193 4.8 40.7	363 9.0 35.2	80 2.0 34.3	89 2.2 36.3	268 6.7 31.5
YES-BUT NOT SATISFIED WITH SERVICE	308 308 3.0	17 5.5 1.8	2 .6 2.5		17 5.5 7.0	24 7.8 4.7	6 1.9 2.4		25 8.1 2.4		11 3.6 4.5	55 17.9 6.5
NA	1722 1722 16.5	205 11.9 22.2	13 .8 16.0	34 2.0 21.7	33 1.9 13.6	56 3.3 10.9	22 1.3 8.7	30 1.7 6.3	194 11.3 18.8	74 4.3 31.8	33 1.9 13.5	158 9.2 18.6

Table B-9

Q-5: WHAT ACTUAL USES DID YOU MAKE OF THE LIBRARY WHILE YOU WERE HERE TODAY?

	GRAND TOTAL	TOTAL LUCAS COUNTY	LUCAS COUNTY MAIN	OREGON	CTTOWA HILLS	REY-NOLDS CORNERS	WASH-INGTON	WATER-VILLE	SYL-VANIA	TOTAL TOLEDO	MAIN	BIR-MINGHAM
TOTAL	10586 10586 10586	2611 24.7 2611	697 6.6 697	268 2.5 268	84 .8 84	445 4.2 445	899 8.5 899	218 2.1 218	486 4.6 486	7490 70.8 7490	2241 21.2 2241	170 1.6 170
USED REFERENCE BOOKS	1993 1993 18.8	488 24.5 18.7	90 4.5 12.9	49 2.5 18.3	10 .5 11.9	72 3.6 16.2	240 12.0 26.7	27 1.4 12.4	111 5.6 22.8	1395 70.0 18.6	588 29.5 26.2	46 2.3 27.1
USED CARD CATALOGS	4005 4005 37.8	909 22.7 34.8	348 8.7 49.9	61 1.5 22.8	14 .3 16.7	144 3.6 32.4	283 7.1 31.5	59 1.5 27.1	160 4.0 32.9	2936 73.3 39.2	929 23.2 41.5	57 1.4 33.5
USED PERIODICAL INDEXES	755 755 7.1	123 16.3 4.7	45 6.0 6.5		2 .3 2.4	7 .9 1.6	69 9.1 7.7		34 4.5 7.0	599 79.3 8.0	272 36.0 12.1	35 4.6 20.6
RECEIVED HELP FROM LIBRARIAN	2880 2880 27.2	772 26.8 29.6	168 5.8 24.1	79 2.7 29.5	50 1.7 59.5	144 5.0 32.4	240 8.3 26.7	91 3.2 41.7	114 4.0 23.5	1995 69.3 26.6	718 24.9 32.0	60 2.1 35.3
CONSULTED SPECIFIC BOOKS OR MAGS.	2609 2609 24.6	543 20.8 20.8	174 6.7 25.0	37 1.4 13.8	17 .7 20.2	65 2.5 14.6	223 8.5 24.8	27 1.0 12.4	108 4.1 22.2	1959 75.1 26.2	755 28.9 33.7	60 2.3 35.3
READ NEW ISSUES OF MAGS. OR NEWSPAPERS	983 983 9.3	145 14.8 5.6	45 4.6 6.5	6 .6 2.2	2 .2 2.4	39 4.0 8.8	43 4.4 4.8	9 .9 4.1	22 2.2 4.5	817 83.1 10.9	285 29.0 12.7	28 2.8 16.5
JUST BROWSED AROUND	3247 3247 30.7	719 22.1 27.5	181 5.6 26.0	43 1.3 16.0	26 .8 31.0	196 6.0 44.0	214 6.6 23.8	59 1.8 27.1	157 4.8 32.3	2371 73.0 31.7	539 16.6 24.1	64 2.0 37.6
CHECKED OUT BOOKS OR PERIODICALS	3985 3985 37.6	928 23.3 35.5	277 7.0 39.7	79 2.0 29.5	46 1.2 54.8	92 2.3 20.7	325 8.2 36.2	109 2.7 50.0	188 4.7 38.7	2869 72.0 38.3	749 18.8 33.4	42 1.1 24.7
CHECKED OUT FILMS	35 35 .3	6 17.1 .2		6 17.1 2.2						29 82.9 .4	19 54.3 .8	11 31.4 6.5
CHECKED OUT RECORDINGS	45 45 .4									45 100.0 .6	31 68.9 1.4	
LOOKED AT EXHIBITS OR DISPLAYS	999 999 9.4	163 16.3 6.2	77 7.7 11.0	18 1.8 6.7	5 .5 6.0	20 2.0 4.5	34 3.4 3.8	9 .9 4.1	49 4.9 10.1	786 78.7 10.5	322 32.2 14.4	14 1.4 8.2
SOME OTHER USE	369 369 3.5	17 4.6 1.8		4 1.1 2.4	6 1.6 2.5	16 4.3 3.1	17 4.6 7.3	22 6.0 4.6	25 6.8 2.4	6 1.6 2.3	6 1.6 2.5	16 4.3 1.8
NONE OF THE ABOVE	407 407 3.8	17 4.2 1.8	2 .5 2.9	8 2.0 4.9	6 1.5 2.5	16 3.9 3.1	11 2.7 4.7	44 10.8 9.1	51 12.5 4.9		11 2.7 4.6	32 7.9 3.7
NA	1574 1574 14.9	162 10.3 16.8	26 1.7 38.2	27 1.7 16.5	33 2.1 13.6	64 4.1 12.6	44 2.8 19.0	22 1.4 4.6	177 11.2 16.9	43 2.7 16.3	39 2.5 16.3	142 9.0 16.4

Table B-9
(continued)

Q-5: WHAT ACTUAL USES DID YOU MAKE OF THE LIBRARY WHILE YOU WERE HERE TODAY?

	GRAND TOTAL	HEATH-ERDOWNS	JERMAIN	KENT	LA GRANGE-CENTRAL	LOCKE	MOTT	POINT PLACE	SANGER	SOUTH	TOLEDO HEIGHTS	WEST TOLEDO
TOTAL	10586 10586 10586	966 9.1 966	68 .6 68	164 1.5 164	242 2.3 242	508 4.8 508	232 2.2 232	482 4.6 482	1048 9.9 1048	264 2.5 264	239 2.3 239	867 8.2 867
USED REFERENCE BOOKS	1993 1993 18.8	154 7.7 15.9	9 .5 13.2	15 .8 9.1	17 .9 7.0	56 2.8 11.0	33 1.7 14.2	52 2.6 10.8	186 9.3 17.7	68 3.4 25.8	44 2.2 18.4	126 6.3 14.5
USED CARD CATALOGS	4005 4005 37.8	402 10.0 41.6	24 .6 35.3	53 1.3 32.3	94 2.3 38.8	209 5.2 41.1	22 .5 9.5	215 5.4 44.6	346 8.6 33.0	86 2.1 32.6	128 3.2 53.6	371 9.3 42.8
USED PERIODICAL INDEXES	755 755 7.1	34 4.5 3.5	8 1.1 11.8		17 2.3 7.0	8 1.1 1.6	17 2.3 7.3	22 2.9 4.6	68 9.0 6.5	18 2.4 6.8	44 5.8 18.4	55 7.3 6.3
RECEIVED HELP FROM LIBRARIAN	2880 2880 27.2	282 9.8 29.2	17 .6 25.0	38 1.3 23.2	55 1.9 22.7	97 3.4 19.1	72 2.5 31.0	148 5.1 30.7	186 6.5 17.7	49 1.7 18.6	83 2.9 34.7	189 6.6 21.8
CONSULTED SPECIFIC BOOKS OR MAGS.	2609 2609 24.6	248 9.5 25.7	17 .7 25.0	27 1.0 16.5	72 2.8 29.8	105 4.0 20.7	50 1.9 21.6	74 2.8 15.4	237 9.1 22.6	37 1.4 14.0	89 3.4 37.2	189 7.2 21.8
READ NEW ISSUES OF MAGS. OR NEWSPAPERS	983 983 9.3	128 13.0 13.3	6 .6 8.8	15 1.5 9.1	39 4.0 16.1	48 4.9 9.4	33 3.4 14.2	44 4.5 9.1	101 10.3 9.6	18 1.8 6.8	39 4.0 16.3	32 3.3 3.7
JUST BROWSED AROUND	3247 3247 30.7	470 14.5 48.7	21 .6 30.9	61 1.9 37.2	88 2.7 36.4	153 4.7 30.1	50 1.5 21.6	96 3.0 19.9	389 12.0 37.1	74 2.3 28.0	83 2.6 34.7	284 8.7 32.8
CHECKED OUT BOOKS OR PERIODICALS	3985 3985 37.6	359 9.0 37.2	23 .6 33.8	80 2.0 48.8	77 1.9 31.8	242 6.1 47.6	66 1.7 28.4	230 5.8 47.7	406 10.2 38.7	141 3.5 53.4	100 2.5 41.8	355 8.9 40.9
CHECKED OUT FILMS	35 35 .3											
CHECKED OUT RECORDINGS	45 45 .4	9 20.0 .9			6 13.3 2.5							
LOOKED AT EXHIBITS OR DISPLAYS	999 999 9.4	77 7.7 8.0	8 .8 11.8	19 1.9 11.6	50 5.0 20.7	24 2.4 4.7	6 .6 2.6	89 8.9 18.5	25 2.5 2.4	6 .6 2.3	44 4.4 18.4	102 10.2 11.8
SOME OTHER USE	369 369 3.5	128 34.7 4.9	32 8.7 4.6	31 8.4 11.6	5 1.4 6.0	13 3.5 2.9	43 11.7 4.8	5 1.4 2.3	25 6.8 5.1	216 58.5 2.9	68 18.4 3.0	14 3.8 8.2
NONE OF THE ABOVE	407 407 3.8	142 34.9 5.4	45 11.1 6.5	18 4.4 6.7	5 1.2 6.0	13 3.2 2.9	51 12.5 5.7	9 2.2 4.1	15 3.7 3.1	250 61.4 3.3	50 12.3 2.2	4 1.0 2.4
NA	1574 1574 14.9	391 24.8 15.0	77 4.9 11.0	37 2.4 13.8	36 2.3 42.9	52 3.3 11.7	180 11.4 20.0	9 .6 4.1	111 7.1 22.8	1072 68.1 14.3	285 18.1 12.7	7 .4 4.1

Table B-10

Q-6A: CAN YOU FIND A PLACE TO PARK YOUR CAR?

	GRAND TOTAL	TOTAL LUCAS COUNTY	LUCAS COUNTY MAIN	OREGON	OTTOWA HILLS	REY-NOLDS CORNERS	WASH-INGTON	WATER-VILLE	SYL-VANIA	TOTAL TOLEDO	MAIN	BIR-MINGHAM
TOTAL	10458	2764	729	281	98	484	959	213	545	7149	2099	106
	10458	26.4	7.0	2.7	.9	4.6	9.2	2.0	5.2	68.4	20.1	1.0
	10458	2764	729	281	98	484	959	213	545	7149	2099	106
YES	6481	1969	561	220	70	314	651	154	446	4065	941	46
	6481	30.4	8.7	3.4	1.1	4.8	10.0	2.4	6.9	62.7	14.5	.7
	62.0	71.2	77.0	78.3	71.4	64.9	67.9	72.3	81.8	56.9	44.8	43.4
NO OPINION	2194	577	123	49	29	105	231	41	98	1519	371	50
	2194	26.3	5.6	2.2	1.3	4.8	10.5	1.9	4.5	69.2	16.9	2.3
	21.0	20.9	16.9	17.4	29.6	21.7	24.1	19.2	18.0	21.2	17.7	47.2
NO	1783	218	45	12		65	77	18		1565	786	11
	1783	12.2	2.5	.7		3.6	4.3	1.0		87.8	44.1	.6
	17.0	7.9	6.2	4.3		13.4	8.0	8.5		21.9	37.4	10.4
NA	1703	238	45	24	22	13	120	14	52	1413	427	71
	1703	14.0	2.6	1.4	1.3	.8	7.0	.8	3.1	83.0	25.1	4.2
	16.3	8.6	6.2	8.5	22.4	2.7	12.5	6.6	9.5	19.8	20.3	67.0

	GRAND TOTAL	HEATH-ERDOWNS	JERMAIN	KENT	LA GRANGE-CENTRAL	LOCKE	MOTT	POINT PLACE	SANGER	SOUTH	TOLEDO HEIGHTS	WEST TOLEDO
TOTAL	10458	983	75	157	220	491	204	430	1048	252	234	851
	10458	9.4	.7	1.5	2.1	4.7	2.0	4.1	10.0	2.4	2.2	8.1
	10458	983	75	157	220	491	204	430	1048	252	234	851
YES	6481	658	39	88	50	314	88	371	887	135	172	276
	6481	10.2	.6	1.4	.8	4.8	1.4	5.7	13.7	2.1	2.7	4.3
	62.0	66.9	52.0	56.1	22.7	64.0	43.1	86.3	84.6	53.6	73.5	32.4
NO OPINION	2194	222	28	50	110	105	83	59	118	68	50	205
	2194	10.1	1.3	2.3	5.0	4.8	3.8	2.7	5.4	3.1	2.3	9.3
	21.0	22.6	37.3	31.8	50.0	21.4	40.7	13.7	11.3	27.0	21.4	24.1
NO	1783	103	8	19	61	73	33		42	49	11	371
	1783	5.8	.4	1.1	3.4	4.1	1.9		2.4	2.7	.6	20.8
	17.0	10.5	10.7	12.1	27.7	14.9	16.2		4.0	19.4	4.7	43.6
NA	1703	145	19	34	55	81	72	74	177	55	44	158
	1703	8.5	1.1	2.0	3.2	4.8	4.2	4.3	10.4	3.2	2.6	9.3
	16.3	14.8	25.3	21.7	25.0	16.5	35.3	17.2	16.9	21.8	18.8	18.6

Table B-11

Q-6B: CAN YOU FIND A TABLE TO DO YOUR WORK?

LIBRARY FACILITIES	GRAND TOTAL	TOTAL LUCAS COUNTY	LUCAS COUNTY MAIN	OREGON	OTTOWA HILLS	REY-NOLDS CORNERS	WASH-INGTON	WATER-VILLE	SYL-VANIA	TOTAL TOLEDO	MAIN	BIR-MINGHAM
TOTAL	10529	2701	697	262	101	477	950	213	517	7311	2229	145
	10529	25.7	6.6	2.5	1.0	4.5	9.0	2.0	4.9	69.4	21.2	1.4
	10529	2701	697	262	101	477	950	213	517	7311	2229	145
YES	9915	2488	619	256	98	458	848	209	489	6937	2142	138
	9915	25.1	6.2	2.6	1.0	4.6	8.6	2.1	4.9	70.0	21.6	1.4
	94.2	92.1	88.8	97.7	97.0	96.0	89.3	98.1	94.6	94.9	96.1	95.2
NO OPINION	429	119	39		2	13	60	5	12	298	74	7
	429	27.7	9.1		.5	3.0	14.0	1.2	2.8	69.5	17.2	1.6
	4.1	4.4	5.6		2.0	2.7	6.3	2.3	2.3	4.1	3.3	4.8
NO	185	94	39	6		7	43		15	75	12	
	185	50.8	21.1	3.2		3.8	23.2		8.1	40.5	6.5	
	1.8	3.5	5.6	2.3		1.5	4.5		2.9	1.0	.5	
NA	1632	301	77	43	19	20	128	14	80	1251	297	32
	1632	18.4	4.7	2.6	1.2	1.2	7.8	.9	4.9	76.7	18.2	2.0
	15.5	11.1	11.0	16.4	18.8	4.2	13.5	6.6	15.5	17.1	13.3	22.1

LIBRARY FACILITIES	GRAND TOTAL	HEATH-ERDOWNS	JERMAIN	KENT	LA GRANGE-CENTRAL	LOCKE	MOTT	POINT PLACE	SANGER	SOUTH	TOLEDO HEIGHTS	WEST TOLEDO
TOTAL	10529	940	79	160	220	491	210	460	972	282	256	867
	10529	8.9	.8	1.5	2.1	4.7	2.0	4.4	9.2	2.7	2.4	8.2
	10529	940	79	160	220	491	210	460	972	282	256	867
YES	9915	889	73	141	204	483	199	460	904	264	245	796
	9915	9.0	.7	1.4	2.1	4.9	2.0	4.6	9.1	2.7	2.5	8.0
	94.2	94.6	92.4	88.1	92.7	98.4	94.8	100.0	93.0	93.6	95.7	91.8
NO OPINION	429	34	4	19	17		6		59	12	11	55
	429	7.9	.9	4.4	4.0		1.4		13.8	2.8	2.6	12.8
	4.1	3.6	5.1	11.9	7.7		2.9		6.1	4.3	4.3	6.3
NO	185	17	2			8	6		8	6		16
	185	9.2	1.1			4.3	3.2		4.3	3.2		8.6
	1.8	1.8	2.5			1.6	2.9		.8	2.1		1.8
NA	1632	188	15	31	55	81	66	44	253	25	22	142
	1632	11.5	.9	1.9	3.4	5.0	4.0	2.7	15.5	1.5	1.3	8.7
	15.5	20.0	19.0	19.4	25.0	16.5	31.4	9.6	26.0	8.9	8.6	16.4

Table B-12

Q-6B (CONT.): CAN YOU FIND A PLACE TO SIT?

	GRAND TOTAL	TOTAL LUCAS COUNTY	LUCAS COUNTY MAIN	OREGON	OTTOWA HILLS	REY-NOLDS CORNERS	WASH-INGTON	WATER-VILLE	SYL-VANIA	TOTAL TOLEDO	MAIN	BIR-MINGHAM
TOTAL	10869 10869 10869	2749 25.3 2749	703 6.5 703	268 2.5 268	110 1.0 110	477 4.4 477	968 8.9 968	222 2.0 222	526 4.8 526	7593 69.9 7593	2241 20.6 2241	170 1.6 170
YES	10460 10460 96.2	2629 25.1 95.6	684 6.5 97.3	262 2.5 97.8	110 1.1 100.0	451 4.3 94.5	899 8.6 92.9	222 2.1 100.0	502 4.8 95.4	7329 70.1 96.5	2173 20.8 97.0	159 1.5 93.5
NO OPINION	282 282 2.6	75 26.6 2.7	6 2.1 .9			26 9.2 5.5	43 15.2 4.4		12 4.3 2.3	194 68.8 2.6	62 22.0 2.8	11 3.9 6.5
NO	127 127 1.2	45 35.4 1.6	13 10.2 1.8	6 4.7 2.2			26 20.5 2.7		12 9.4 2.3	70 55.1 .9	6 4.7 .3	
NA	1292 1292 11.9	253 19.6 9.2	71 5.5 10.1	37 2.9 13.8	10 .8 9.1	20 1.5 4.2	111 8.6 11.5	5 .4 2.3	71 5.5 13.5	969 75.0 12.8	285 22.1 12.7	7 .5 4.1

	GRAND TOTAL	HEATH-ERDOWNS	JERMAIN	KENT	LA GRANGE-CENTRAL	LOCKE	MOTT	POINT PLACE	SANGER	SOUTH	TOLEDO HEIGHTS	WEST TOLEDO
TOTAL	10869 10869 10869	957 8.8 957	85 .8 85	164 1.5 164	231 2.1 231	540 5.0 540	243 2.2 243	474 4.4 474	1014 9.3 1014	289 2.7 289	256 2.4 256	930 8.6 930
YES	10460 10460 96.2	914 8.7 95.5	83 .8 97.6	153 1.5 93.3	226 2.2 97.8	532 5.1 98.5	226 2.2 93.0	474 4.5 100.0	980 9.4 96.6	276 2.6 95.5	250 2.4 97.7	883 8.4 94.9
NO OPINION	282 282 2.6	17 6.0 1.8		11 3.9 6.7	6 2.1 2.6		11 3.9 4.5		25 8.9 2.5	6 2.1 2.1	6 2.1 2.3	39 13.8 4.2
NO	127 127 1.2	26 20.5 2.7	2 1.6 2.4			8 6.3 1.5	6 4.7 2.5		8 6.3 .8	6 4.7 2.1		8 6.3 .9
NA	1292 1292 11.9	171 13.2 17.9	9 .7 10.6	27 2.1 16.5	44 3.4 19.0	32 2.5 5.9	33 2.6 13.6	30 2.3 6.3	211 16.3 20.8	18 1.4 6.2	22 1.7 8.6	79 6.1 8.5

Table B-13

Q-6B (CONT.): IS THE LIBRARY QUIET ENOUGH?

	GRAND TOTAL	TOTAL LUCAS COUNTY	LUCAS COUNTY MAIN	OREGON	OTTOWA HILLS	REY-NOLDS CORNERS	WASH-INGTON	WATER-VILLE	SYL-VANIA	TOTAL TOLEDO	MAIN	BIR-MINGHAM
TOTAL	11081	2831	748	275	110	490	985	222	535	7715	2266	163
	11081	25.5	6.8	2.5	1.0	4.4	8.9	2.0	4.8	69.6	20.4	1.5
	11081	2831	748	275	110	490	985	222	535	7715	2266	163
YES	9430	2424	600	238	94	458	831	204	486	6520	2105	120
	9430	25.7	6.4	2.5	1.0	4.9	8.8	2.2	5.2	69.1	22.3	1.3
	85.1	85.6	80.2	86.5	85.5	93.5	84.4	91.9	90.8	84.5	92.9	73.6
NO OPINION	521	92	26	18	7	7	34		9	420	80	14
	521	17.7	5.0	3.5	1.3	1.3	6.5		1.7	80.6	15.4	2.7
	4.7	3.2	3.5	6.5	6.4	1.4	3.5		1.7	5.4	3.5	8.6
NO	1130	315	123	18	10	26	120	18	40	775	80	28
	1130	27.9	10.9	1.6	.9	2.3	10.6	1.6	3.5	68.6	7.1	2.5
	10.2	11.1	16.4	6.5	9.1	5.3	12.2	8.1	7.5	10.0	3.5	17.2
NA	1079	171	26	31	10	7	94	5	62	847	260	14
	1079	15.8	2.4	2.9	.9	.6	8.7	.5	5.7	78.5	24.1	1.3
	9.7	6.0	3.5	11.3	9.1	1.4	9.5	2.3	11.6	11.0	11.5	8.6

	GRAND TOTAL	HEATH-ERDOWNS	JERMAIN	KENT	LA GRANGE-CENTRAL	LOCKE	MOTT	POINT PLACE	SANGER	SOUTH	TOLEDO HEIGHTS	WEST TOLEDO
TOTAL	11081	1017	86	168	237	540	237	482	1048	301	272	899
	11081	9.2	.8	1.5	2.1	4.9	2.1	4.3	9.5	2.7	2.5	8.1
	11081	1017	86	168	237	540	237	482	1048	301	272	899
YES	9430	675	81	145	187	499	204	445	912	270	206	670
	9430	7.2	.9	1.5	2.0	5.3	2.2	4.7	9.7	2.9	2.2	7.1
	85.1	66.4	94.2	86.3	78.9	92.4	86.1	92.3	87.0	89.7	75.7	74.5
NO OPINION	521	85	4	15	22	16	11	15	59	12	22	63
	521	16.3	.8	2.9	4.2	3.1	2.1	2.9	11.3	2.3	4.2	12.1
	4.7	8.4	4.7	8.9	9.3	3.0	4.6	3.1	5.6	4.0	8.1	7.0
NO	1130	256	2	8	28	24	22	22	76	18	44	166
	1130	22.7	.2	.7	2.5	2.1	1.9	1.9	6.7	1.6	3.9	14.7
	10.2	25.2	2.3	4.8	11.8	4.4	9.3	4.6	7.3	6.0	16.2	18.5
NA	1079	111	8	23	39	32	39	22	177	6	6	110
	1079	10.3	.7	2.1	3.6	3.0	3.6	2.0	16.4	.6	.6	10.2
	9.7	10.9	9.3	13.7	16.5	5.9	16.5	4.6	16.9	2.0	2.2	12.2

Table B-14

Q-6B (CONT.): CAN YOU FIGURE OUT THE ARRANGEMENT OF THIS LIBRARY?

	GRAND TOTAL	TOTAL LUCAS COUNTY	LUCAS COUNTY MAIN	OREGON	OTTOWA HILLS	REY-NOLDS CORNERS	WASH-INGTON	WATER-VILLE	SYL-VANIA	TOTAL TOLEDO	MAIN	BIR-MINGHAM
TOTAL	10838	2742	722	256	101	490	959	213	523	7573	2216	163
	10838	25.3	6.7	2.4	.9	4.5	8.8	2.0	4.8	69.9	20.4	1.5
	10838	2742	722	256	101	490	959	213	523	7573	2216	163
YES	8816	2180	516	189	94	399	796	186	468	6168	1863	113
	8816	24.7	5.9	2.1	1.1	4.5	9.0	2.1	5.3	70.0	21.1	1.3
	81.3	79.5	71.5	73.8	93.1	81.4	83.0	87.3	89.5	81.4	84.1	69.3
NO OPINION	1028	284	90	24	5	65	86	14	18	725	210	21
	1028	27.6	8.8	2.3	.5	6.3	8.4	1.4	1.8	70.5	20.4	2.0
	9.5	10.4	12.5	9.4	5.0	13.3	9.0	6.6	3.4	9.6	9.5	12.9
NO	995	278	116	43	2	26	77	14	37	680	142	28
	995	27.9	11.7	4.3	.2	2.6	7.7	1.4	3.7	68.3	14.3	2.8
	9.2	10.1	16.1	16.8	2.0	5.3	8.0	6.6	7.1	9.0	6.4	17.2
NA	1322	260	52	49	19	7	120	14	74	989	310	14
	1322	19.7	3.9	3.7	1.4	.5	9.1	1.1	5.6	74.8	23.4	1.1
	12.2	9.5	7.2	19.1	18.8	1.4	12.5	6.6	14.1	13.1	14.0	8.6

	GRAND TOTAL	HEATH-ERDOWNS	JERMAIN	KENT	LA GRANGE-CENTRAL	LOCKE	MOTT	POINT PLACE	SANGER	SOUTH	TOLEDO HEIGHTS	WEST TOLEDO
TOTAL	10838	957	83	168	231	540	226	482	1073	289	239	907
	10838	8.8	.8	1.6	2.1	5.0	2.1	4.4	9.9	2.7	2.2	8.4
	10838	957	83	168	231	540	226	482	1073	289	239	907
YES	8816	667	66	130	171	435	177	452	895	252	222	725
	8816	7.6	.7	1.5	1.9	4.9	2.0	5.1	10.2	2.9	2.5	8.2
	81.3	69.7	79.5	77.4	74.0	80.6	78.3	93.8	83.4	87.2	92.9	79.9
NO OPINION	1028	111	8	31	39	64	39	7	93	12	11	79
	1028	10.8	.8	3.0	3.8	6.2	3.8	.7	9.0	1.2	1.1	7.7
	9.5	11.6	9.6	18.5	16.9	11.9	17.3	1.5	8.7	4.2	4.6	8.7
NO	995	179	9	8	22	40	11	22	84	25	6	102
	995	18.0	.9	.8	2.2	4.0	1.1	2.2	8.4	2.5	.6	10.3
	9.2	18.7	10.8	4.8	9.5	7.4	4.9	4.6	7.8	8.7	2.5	11.2
NA	1322	171	11	23	44	32	50	22	152	18	39	102
	1322	12.9	.8	1.7	3.3	2.4	3.8	1.7	11.5	1.4	3.0	7.7
	12.2	17.9	13.3	13.7	19.0	5.9	22.1	4.6	14.2	6.2	16.3	11.2

Table B-15

Q-6B (CONT.): IS THE LIBRARY COMFORTABLE ENOUGH?

	GRAND TOTAL	TOTAL LUCAS COUNTY	LUCAS COUNTY MAIN	OREGON	OTTOWA HILLS	REY-NOLDS CORNERS	WASH-INGTON	WATER-VILLE	SYL-VANIA	TOTAL TOLEDO	MAIN	BIR-MINGHAM
TOTAL	11064	2807	722	275	108	490	985	227	545	7713	2291	159
	11064	25.4	6.5	2.5	1.0	4.4	8.9	2.1	4.9	69.7	20.7	1.4
	11064	2807	722	275	108	490	985	227	545	7713	2291	159
YES	10167	2594	613	262	103	464	925	227	517	7056	2099	142
	10167	25.5	6.0	2.6	1.0	4.6	9.1	2.2	5.1	69.4	20.6	1.4
	91.9	92.4	84.9	95.3	95.4	94.7	93.9	100.0	94.9	91.5	91.6	89.3
NO OPINION	399	108	71			20	17			292	62	11
	399	27.1	17.8			5.0	4.3			73.2	15.5	2.8
	3.6	3.8	9.8			4.1	1.7			3.8	2.7	6.9
NO	498	105	39	12	5	7	43		28	365	130	7
	498	21.1	7.8	2.4	1.0	1.4	8.6		5.6	73.3	26.1	1.4
	4.5	3.7	5.4	4.4	4.6	1.4	4.4		5.1	4.7	5.7	4.4
NA	1096	195	52	31	12	7	94		52	849	235	18
	1096	17.8	4.7	2.8	1.1	.6	8.6		4.7	77.5	21.4	1.6
	9.9	6.9	7.2	11.3	11.1	1.4	9.5		9.5	11.0	10.3	11.3

	GRAND TOTAL	HEATH-ERDOWNS	JERMAIN	KENT	LA GRANGE-CENTRAL	LOCKE	MOTT	POINT PLACE	SANGER	SOUTH	TOLEDO HEIGHTS	WEST TOLEDO
TOTAL	11064	1008	81	164	231	532	226	482	1090	289	261	899
	11064	9.1	.7	1.5	2.1	4.8	2.0	4.4	9.9	2.6	2.4	8.1
	11064	1008	81	164	231	532	226	482	1090	289	261	899
YES	10167	931	73	157	187	508	177	467	1048	270	234	765
	10167	9.2	.7	1.5	1.8	5.0	1.7	4.6	10.3	2.7	2.3	7.5
	91.9	92.4	90.1	95.7	81.0	95.5	78.3	96.9	96.1	93.4	89.7	85.1
NO OPINION	399	34	6	8	28		28	7	42	6	6	55
	399	8.5	1.5	2.0	7.0		7.0	1.8	10.5	1.5	1.5	13.8
	3.6	3.4	7.4	4.9	12.1		12.4	1.5	3.9	2.1	2.3	6.1
NO	498	43	2		17	24	22	7		12	22	79
	498	8.6	.4		3.4	4.8	4.4	1.4		2.4	4.4	15.9
	4.5	4.3	2.5		7.4	4.5	9.7	1.5		4.2	8.4	8.8
NA	1096	120	13	27	44	40	50	22	135	18	17	110
	1096	10.9	1.2	2.5	4.0	3.6	4.6	2.0	12.3	1.6	1.6	10.0
	9.9	11.9	16.0	16.5	19.0	7.5	22.1	4.6	12.4	6.2	6.5	12.2

Table B-16

Q-6C: DOES THE STAFF TRY TO HELP?

	GRAND TOTAL	TOTAL LUCAS COUNTY	LUCAS COUNTY MAIN	OREGON	OTTOWA HILLS	REY-NOLDS CORNERS	WASH-INGTON	WATER-VILLE	SYL-VANIA	TOTAL TOLEDO	MAIN	BIR-MINGHAM
TOTAL	11279 11279 11279	2905 25.8 2905	742 6.6 742	305 2.7 305	115 1.0 115	497 4.4 497	1019 9.0 1019	227 2.0 227	548 4.9 548	7827 69.4 7827	2284 20.3 2284	170 1.5 170
YES	9959 9959 88.3	2706 27.2 93.1	671 6.7 90.4	275 2.8 90.2	113 1.1 98.3	471 4.7 94.8	950 9.5 93.2	227 2.3 100.0	526 5.3 96.0	6726 67.5 85.9	2006 20.1 87.8	149 1.5 87.6
NO OPINION	1045 1045 9.3	169 16.2 5.8	65 6.2 8.8	18 1.7 5.9		26 2.5 5.2	60 5.7 5.9		15 1.4 2.7	861 82.4 11.0	229 21.9 10.0	18 1.7 10.6
NO	275 275 2.4	30 10.9 1.0	6 2.2 .8	12 4.4 3.9	2 .7 1.7		9 3.3 .9		6 2.2 1.1	239 86.9 3.1	50 18.2 2.2	4 1.5 2.4
NA	881 881 7.8	97 11.0 3.3	32 3.6 4.3		5 .6 4.3		60 6.8 5.9		49 5.6 8.9	735 83.4 9.4	241 27.4 10.6	7 .8 4.1

	GRAND TOTAL	HEATH-ERDOWNS	JERMAIN	KENT	LA GRANGE-CENTRAL	LOCKE	MOTT	POINT PLACE	SANGER	SOUTH	TOLEDO HEIGHTS	WEST TOLEDO
TOTAL	11279 11279 11279	1008 8.9 1008	85 .8 85	176 1.6 176	242 2.1 242	556 4.9 556	254 2.3 254	489 4.3 489	1098 9.7 1098	289 2.6 289	261 2.3 261	914 8.1 914
YES	9959 9959 88.3	752 7.6 74.6	73 .7 85.9	176 1.8 100.0	193 1.9 79.8	483 4.8 86.9	210 2.1 82.7	474 4.8 96.9	929 9.3 84.6	252 2.5 87.2	234 2.3 89.7	796 8.0 87.1
NO OPINION	1045 1045 9.3	222 21.2 22.0	9 .9 10.6		44 4.2 18.2	40 3.8 7.2	33 3.2 13.0	15 1.4 3.1	127 12.2 11.6	31 3.0 10.7	22 2.1 8.4	71 6.8 7.8
NO	275 275 2.4	34 12.4 3.4	2 .7 2.4		6 2.2 2.5	32 11.6 5.8	11 4.0 4.3		42 15.3 3.8	6 2.2 2.1	6 2.2 2.3	47 17.1 5.1
NA	881 881 7.8	120 13.6 11.9	9 1.0 10.6	15 1.7 8.5	33 3.7 13.6	16 1.8 2.9	22 2.5 8.7	15 1.7 3.1	127 14.4 11.6	18 2.0 6.2	17 1.9 6.5	95 10.8 10.4

Table B-17

Q-6C (CONT.): DOES THE STAFF SEEM TO KNOW ENOUGH TO PROVIDE USEFUL ASSISTANCE?

	GRAND TOTAL	TOTAL LUCAS COUNTY	LUCAS COUNTY MAIN	OREGON	OTTOWA HILLS	REYNOLDS CORNERS	WASHINGTON	WATERVILLE	SYLVANIA	TOTAL TOLEDO	MAIN	BIRMINGHAM
TOTAL	10334	2688	684	262	98	484	942	218	508	7138	2124	166
	10334	26.0	6.6	2.5	.9	4.7	9.1	2.1	4.9	69.1	20.6	1.6
	10334	2688	684	262	98	484	942	218	508	7138	2124	166
YES	8563	2330	574	232	96	405	813	209	434	5799	1764	142
	8563	27.2	6.7	2.7	1.1	4.7	9.5	2.4	5.1	67.7	20.6	1.7
	82.9	86.7	83.9	88.5	98.0	83.7	86.3	95.9	85.4	81.2	83.1	85.5
NO OPINION	1411	295	90	12		72	111	9	46	1070	291	18
	1411	20.9	6.4	.9		5.1	7.9	.6	3.3	75.8	20.6	1.3
	13.7	11.0	13.2	4.6		14.9	11.8	4.1	9.1	15.0	13.7	10.8
NO	360	64	19	18	2	7	17		28	268	68	7
	360	17.8	5.3	5.0	.6	1.9	4.7		7.8	74.4	18.9	1.9
	3.5	2.4	2.8	6.9	2.0	1.4	1.8		5.5	3.8	3.2	4.2
NA	1827	314	90	43	22	13	137	9	89	1424	402	11
	1827	17.2	4.9	2.4	1.2	.7	7.5	.5	4.9	77.9	22.0	.6
	17.7	11.7	13.2	16.4	22.4	2.7	14.5	4.1	17.5	19.9	18.9	6.6

	GRAND TOTAL	HEATHERDOWNS	JERMAIN	KENT	LA GRANGE-CENTRAL	LOCKE	MOTT	POINT PLACE	SANGER	SOUTH	TOLEDO HEIGHTS	WEST TOLEDO
TOTAL	10334	880	77	145	209	548	226	467	929	246	261	859
	10334	8.5	.7	1.4	2.0	5.3	2.2	4.5	9.0	2.4	2.5	8.3
	10334	880	77	145	209	548	226	467	929	246	261	859
YES	8563	555	71	138	165	467	199	415	752	190	239	702
	8563	6.5	.8	1.6	1.9	5.5	2.3	4.8	8.8	2.2	2.8	8.2
	82.9	63.1	92.2	95.2	78.9	85.2	88.1	88.9	80.9	77.2	91.6	81.7
NO OPINION	1411	248	4	8	39	48	22	52	152	49	22	118
	1411	17.6	.3	.6	2.8	3.4	1.6	3.7	10.8	3.5	1.6	8.4
	13.7	28.2	5.2	5.5	18.7	8.8	9.7	11.1	16.4	19.9	8.4	13.7
NO	360	77	2		6	32	6		25	6		39
	360	21.4	.6		1.7	8.9	1.7		6.9	1.7		10.8
	3.5	8.8	2.6		2.9	5.8	2.7		2.7	2.4		4.5
NA	1827	248	17	46	66	24	50	37	296	61	17	150
	1827	13.6	.9	2.5	3.6	1.3	2.7	2.0	16.2	3.3	.9	8.2
	17.7	28.2	22.1	31.7	31.6	4.4	22.1	7.9	31.9	24.8	6.5	17.5

Table B-18

Q-7: WHERE DID YOUR VISIT TO THE LIBRARY START FROM TODAY?

	GRAND TOTAL	TOTAL LUCAS COUNTY	LUCAS COUNTY MAIN	OREGON	OTTOWA HILLS	REY-NOLDS CORNERS	WASH-INGTON	WATER-VILLE	SYL-VANIA	TOTAL TOLEDO	MAIN	BIR-MINGHAM
TOTAL	11394 11394 11394	2860 25.1 2860	748 6.6 748	299 2.6 299	115 1.0 115	477 4.2 477	993 8.7 993	227 2.0 227	566 5.0 566	7968 69.9 7968	2346 20.6 2346	152 1.3 152
HOME	8825 8825 77.5	2190 24.8 76.6	645 7.3 86.2	250 2.8 83.6	53 .6 46.1	405 4.6 84.9	659 7.5 66.4	177 2.0 78.0	443 5.0 78.3	6192 70.2 77.7	1473 16.7 62.8	92 1.0 60.5
WORK	889 889 7.8	105 11.8 3.7	32 3.6 4.3	6 .7 2.0	5 .6 4.3	26 2.9 5.5	17 1.9 1.7	18 2.0 7.9	18 2.0 3.2	766 86.2 9.6	501 56.4 21.4	4 .4 2.6
SCHOOL	1136 1136 10.0	434 38.2 15.2	52 4.6 7.0	24 2.1 8.0	50 4.4 43.5	20 1.8 4.2	274 24.1 27.6	14 1.2 6.2	86 7.6 15.2	617 54.3 7.7	266 23.4 11.3	53 4.7 34.9
OTHER	544 544 4.8	132 24.3 4.6	19 3.5 2.5	18 3.3 6.0	7 1.3 6.1	26 4.8 5.5	43 7.9 4.3	18 3.3 7.9	18 3.3 3.2	394 72.4 4.9	105 19.3 4.5	4 .7 2.6
NA	767 767 6.7	142 18.5 5.0	26 3.4 3.5	6 .8 2.0	5 .7 4.3	20 2.6 4.2	86 11.2 8.7		31 4.0 5.5	594 77.4 7.5	180 23.5 7.7	25 3.3 16.4

	GRAND TOTAL	HEATH-ERDOWNS	JERMAIN	KENT	LA GRANGE-CENTRAL	LOCKE	MOTT	POINT PLACE	SANGER	SOUTH	TOLEDO HEIGHTS	WEST TOLEDO
TOTAL	11394 11394 11394	1008 8.8 1008	83 .7 83	180 1.6 180	253 2.2 253	556 4.9 556	265 2.3 265	482 4.2 482	1149 10.1 1149	295 2.6 295	261 2.3 261	938 8.2 938
HOME	8825 8825 77.5	855 9.7 84.8	71 .8 85.5	145 1.6 80.6	198 2.2 78.3	451 5.1 81.1	171 1.9 64.5	430 4.9 89.2	1048 11.9 91.2	233 2.6 79.0	228 2.6 87.4	796 9.0 84.9
WORK	889 889 7.8	51 5.7 5.1	4 .4 4.8	15 1.7 8.3		40 4.5 7.2	33 3.7 12.5	15 1.7 3.1	51 5.7 4.4	25 2.8 8.5	11 1.2 4.2	16 1.8 1.7
SCHOOL	1136 1136 10.0	17 1.5 1.7	2 .2 2.4	19 1.7 10.6	50 4.4 19.8	56 4.9 10.1	39 3.4 14.7	15 1.3 3.1	17 1.5 1.5	25 2.2 8.5	11 1.0 4.2	47 4.1 5.0
OTHER	544 544 4.8	85 15.6 8.4	6 1.1 7.2		6 1.1 2.4	8 1.5 1.4	22 4.0 8.3	22 4.0 4.6	34 6.3 3.0	12 2.2 4.1	11 2.0 4.2	79 14.5 8.4
NA	767 767 6.7	120 15.6 11.9	11 1.4 13.3	11 1.4 6.1	22 2.9 8.7	16 2.1 2.9	11 1.4 4.2	22 2.9 4.6	76 9.9 6.6	12 1.6 4.1	17 2.2 6.5	71 9.3 7.6

Table B-19

Q-8: HOW LONG DID IT TAKE YOU TO GET HERE?

	GRAND TOTAL	TOTAL LUCAS COUNTY	LUCAS COUNTY MAIN	OREGON	OTTOWA HILLS	REY- NOLDS CORNERS	WASH- INGTON	WATER- VILLE	SYL- VANIA	TOTAL TOLEDO	MAIN	BIR- MINGHAM
TOTAL	11565 11565 11565	2920 25.2 2920	755 6.5 755	305 2.6 305	118 1.0 118	497 4.3 497	1019 8.8 1019	227 2.0 227	569 4.9 569	8076 69.8 8076	2365 20.4 2365	163 1.4 163
LESS THAN 10 MINUTES	6892 6892 59.6	2069 30.0 70.9	374 5.4 49.5	238 3.5 78.0	113 1.6 95.8	392 5.7 78.9	771 11.2 75.7	182 2.6 80.2	385 5.6 67.7	4438 64.4 55.0	563 8.2 23.8	78 1.1 47.9
10 MINUTES BUT LESS THAN 20 MINUTES	2884 2884 24.9	569 19.7 19.5	258 8.9 34.2	37 1.3 12.1	2 .1 1.7	65 2.3 13.1	180 6.2 17.7	27 .9 11.9	157 5.4 27.6	2158 74.8 26.7	873 30.3 36.9	64 2.2 39.3
20 MINUTES BUT LESS THAN 30 MINUTES	1040 1040 9.0	153 14.7 5.2	65 6.3 8.6	18 1.7 5.9		26 2.5 5.2	26 2.5 2.6	18 1.7 7.9	18 1.7 3.2	869 83.6 10.8	563 54.1 23.8	14 1.3 8.6
30 MINUTES BUT LESS THAN 40 MINUTES	360 360 3.1	47 13.1 1.6	32 8.9 4.2	6 1.7 2.0	2 .6 1.7	7 1.9 1.4				313 86.9 3.9	198 55.0 8.4	
40 MINUTES BUT LESS THAN 50 MINUTES	142 142 1.2	6 4.2 .2		6 4.2 2.0					3 2.1 .5	133 93.7 1.6	87 61.3 3.7	
50 MINUTES BUT LESS THAN AN HOUR	65 65 .6	21 32.3 .7	13 20.0 1.7				9 13.8 .9			43 66.2 .5	19 29.2 .8	
1 HOUR BUT LESS THAN 1 1/2 HOURS	49 49 .4	9 18.4 .3					9 18.4 .9		3 6.1 .5	38 77.6 .5	25 51.0 1.1	
1 1/2 HOURS BUT LESS THAN 2 HOURS	37 37 .3	13 35.1 .4	6 16.2 .8			7 18.9 1.4				24 64.9 .3	19 51.4 .8	
MORE THAN 2 HOURS	96 96 .8	32 33.3 1.1	6 6.3 .8				26 27.1 2.6		3 3.1 .5	60 62.5 .7	19 19.8 .8	7 7.3 4.3
NA	595 595 5.1	82 13.8 2.8	19 3.2 2.5		2 .3 1.7		60 10.1 5.9		28 4.7 4.9	486 81.7 6.0	161 27.1 6.8	14 2.4 8.6

Table B-19
(continued)

Q-8: HOW LONG DID IT TAKE YOU TO GET HERE?

	GRAND TOTAL	HEATH-ERDOWNS	JERMAIN	KENT	LA GRANGE-CENTRAL	LOCKE	MOTT	POINT PLACE	SANGER	SOUTH	TOLEDO HEIGHTS	WEST TOLEDO
TOTAL	11565	1042	86	180	259	556	259	489	1157	301	272	946
	11565	9.0	.7	1.6	2.2	4.8	2.2	4.2	10.0	2.6	2.4	8.2
	11565	1042	86	180	259	556	259	489	1157	301	272	946
LESS THAN 10 MINUTES	6892	820	64	130	132	338	166	393	777	215	178	583
	6892	11.9	.9	1.9	1.9	4.9	2.4	5.7	11.3	3.1	2.6	8.5
	59.6	78.7	74.4	72.2	51.0	60.8	64.1	80.4	67.2	71.4	65.4	61.6
10 MINUTES BUT LESS THAN 20 MINUTES	2884	162	13	38	83	137	55	59	262	61	67	284
	2884	5.6	.5	1.3	2.9	4.8	1.9	2.0	9.1	2.1	2.3	9.8
	24.9	15.5	15.1	21.1	32.0	24.6	21.2	12.1	22.6	20.3	24.6	30.0
20 MINUTES BUT LESS THAN 30 MINUTES	1040	17	4	4	17	64	22	22	59	18	17	47
	1040	1.6	.4	.4	1.6	6.2	2.1	2.1	5.7	1.7	1.6	4.5
	9.0	1.6	4.7	2.2	6.6	11.5	8.5	4.5	5.1	6.0	6.3	5.0
30 MINUTES BUT LESS THAN 40 MINUTES	360	26		8	17	16	11	7	8	6		16
	360	7.2		2.2	4.7	4.4	3.1	1.9	2.2	1.7		4.4
	3.1	2.5		4.4	6.6	2.9	4.2	1.4	.7	2.0		1.7
40 MINUTES BUT LESS THAN 50 MINUTES	142							7	25		6	8
	142							4.9	17.6		4.2	5.6
	1.2							1.4	2.2		2.2	.8
50 MINUTES BUT LESS THAN AN HOUR	65								17			8
	65								26.2			12.3
	.6								1.5			.8
1 HOUR BUT LESS THAN 1 1/2 HOURS	49		2		6						6	
	49		4.1		12.2						12.2	
	.4		2.3		2.3						2.2	
1 1/2 HOURS BUT LESS THAN 2 HOURS	37				6							
	37				16.2							
	.3				2.3							
MORE THAN 2 HOURS	96	17	4				6		8			
	96	17.7	4.2				6.3		8.3			
	.8	1.6	4.7				2.3		.7			
NA	595	85	8	11	17	16	17	15	68	6	6	63
	595	14.3	1.3	1.8	2.9	2.7	2.9	2.5	11.4	1.0	1.0	10.6
	5.1	8.2	9.3	6.1	6.6	2.9	6.6	3.1	5.9	2.0	2.2	6.7

Table B-20

Q-9: HOW FAR DID YOU TRAVEL TO GET HERE?

	GRAND TOTAL	TOTAL LUCAS COUNTY	LUCAS COUNTY MAIN	OREGON	OTTOWA HILLS	REY-NOLDS CORNERS	WASH-INGTON	WATER-VILLE	SYL-VANIA	TOTAL TOLEDO	MAIN	BIR-MINGHAM
TOTAL	11509	2897	748	299	115	497	1010	227	572	8040	2359	166
	11509	25.2	6.5	2.6	1.0	4.3	8.8	2.0	5.0	69.9	20.5	1.4
	11509	2897	748	299	115	497	1010	227	572	8040	2359	166
LESS THAN A MILE	4964	1284	181	128	84	216	539	136	240	3439	489	149
	4964	25.9	3.6	2.6	1.7	4.4	10.9	2.7	4.8	69.3	9.9	3.0
	43.1	44.3	24.2	42.8	73.0	43.5	53.4	59.9	42.0	42.8	20.7	89.8
A MILE, BUT LESS THAN 5 MILES	4515	1165	348	128	29	229	377	54	252	3098	805	14
	4515	25.8	7.7	2.8	.6	5.1	8.3	1.2	5.6	68.6	17.8	.3
	39.2	40.2	46.5	42.8	25.2	46.1	37.3	23.8	44.1	38.5	34.1	8.4
5 MILES, BUT LESS THAN 10 MILES	1260	303	142	31	2	46	60	23	58	898	625	
	1260	24.0	11.3	2.5	.2	3.7	4.8	1.8	4.6	71.3	49.6	
	10.9	10.5	19.0	10.4	1.7	9.3	5.9	10.1	10.1	11.2	26.5	
10 MILES, BUT LESS THAN 15 MILES	453	90	58	12		7		14	12	350	260	
	453	19.9	12.8	2.6		1.5		3.1	2.6	77.3	57.4	
	3.9	3.1	7.8	4.0		1.4		6.2	2.1	4.4	11.0	
15 MILES OR MORE	318	54	19				34		9	255	180	4
	318	17.0	6.0				10.7		2.8	80.2	56.6	1.3
	2.8	1.9	2.5				3.4		1.6	3.2	7.6	2.4
NA	651	105	26	6	5		69		25	522	167	11
	651	16.1	4.0	.9	.8		10.6		3.8	80.2	25.7	1.7
	5.7	3.6	3.5	2.0	4.3		6.8		4.4	6.5	7.1	6.6

Table B-20
(continued)

Q-9: HOW FAR DID YOU TRAVEL TO GET HERE?

	GRAND TOTAL	HEATH-ERDOWNS	JERMAIN	KENT	LA GRANGE-CENTRAL	LOCKE	MOTT	POINT PLACE	SANGER	SOUTH	TOLEDO HEIGHTS	WEST TOLEDO
TOTAL	11509 11509 11509	1025 8.9 1025	85 .7 85	180 1.6 180	253 2.2 253	556 4.8 556	265 2.3 265	489 4.2 489	1157 10.1 1157	295 2.6 295	272 2.4 272	938 8.2 938
LESS THAN A MILE	4964 4964 43.1	538 10.8 52.5	68 1.4 80.0	134 2.7 74.4	160 3.2 63.2	330 6.6 59.4	166 3.3 62.6	252 5.1 51.5	448 9.0 38.7	215 4.3 72.9	106 2.1 39.0	386 7.8 41.2
A MILE, BUT LESS THAN 5 MILES	4515 4515 39.2	453 10.0 44.2	9 .2 10.6	42 .9 23.3	88 1.9 34.8	137 3.0 24.6	88 1.9 33.2	200 4.4 40.9	591 13.1 51.1	55 1.2 18.6	133 2.9 48.9	481 10.7 51.3
5 MILES, BUT LESS THAN 10 MILES	1260 1260 10.9	17 1.3 1.7	2 .2 2.4			48 3.8 8.6	6 .5 2.3	22 1.7 4.5	93 7.4 8.0	12 1.0 4.1	33 2.6 12.1	39 3.1 4.2
10 MILES, BUT LESS THAN 15 MILES	453 453 3.9		2 .4 2.4	4 .9 2.2		40 8.8 7.2		7 1.5 1.4	8 1.8 .7	12 2.6 4.1		16 3.5 1.7
15 MILES OR MORE	318 318 2.8	17 5.3 1.7	4 1.3 4.7		6 1.9 2.4		6 1.9 2.3	7 2.2 1.4	17 5.3 1.5			16 5.0 1.7
NA	651 651 5.7	103 15.8 10.0	9 1.4 10.6	11 1.7 6.1	22 3.4 8.7	16 2.5 2.9	11 1.7 4.2	15 2.3 3.1	68 10.4 5.9	12 1.8 4.1	6 .9 2.2	71 10.9 7.6

Table B-21

Q-10: DID YOU COME BY CAR, BY BUS, ON FOOT, OR SOME OTHER WAY?

	GRAND TOTAL	TOTAL LUCAS COUNTY	LUCAS COUNTY MAIN	OREGON	OTTOWA HILLS	REYNOLDS CORNERS	WASHINGTON	WATERVILLE	SYLVANIA	TOTAL TOLEDO	MAIN	BIRMINGHAM
TOTAL	11503 11503 11503	2902 25.2 2902	748 6.5 748	305 2.7 305	113 1.0 113	490 4.3 490	1019 8.9 1019	227 2.0 227	572 5.0 572	8028 69.8 8028	2353 20.5 2353	170 1.5 170
CAR	7834 7834 68.1	2084 26.6 71.8	613 7.8 82.0	183 2.3 60.0	72 .9 63.7	373 4.8 76.1	694 8.9 68.1	150 1.9 66.1	443 5.7 77.4	5307 67.7 66.1	1603 20.5 68.1	28 .4 16.5
BUS	363 363 3.2	21 5.8 .7	6 1.7 .8	6 1.7 2.0			9 2.5 .9		3 .8 .5	339 93.4 4.2	260 71.6 11.0	
WALKED	2846 2846 24.7	616 21.6 21.2	90 3.2 12.0	73 2.6 23.9	31 1.1 27.4	98 3.4 20.0	283 9.9 27.8	41 1.4 18.1	105 3.7 18.4	2125 74.7 26.5	464 16.3 19.7	138 4.8 81.2
OTHER	460 460 4.0	181 39.3 6.2	39 8.5 5.2	43 9.3 14.1	10 2.2 8.8	20 4.3 4.1	34 7.4 3.3	36 7.8 15.9	22 4.8 3.8	258 56.1 3.2	25 5.4 1.1	4 .9 2.4
NA	658 658 5.7	99 15.0 3.4	26 4.0 3.5		7 1.1 6.2	7 1.1 1.4	60 9.1 5.9		25 3.8 4.4	534 81.2 6.7	173 26.3 7.4	7 1.1 4.1

	GRAND TOTAL	HEATHERDOWNS	JERMAIN	KENT	LA GRANGE-CENTRAL	LOCKE	MOTT	POINT PLACE	SANGER	SOUTH	TOLEDO HEIGHTS	WEST TOLEDO
TOTAL	11503 11503 11503	1034 9.0 1034	83 .7 83	180 1.6 180	253 2.2 253	556 4.8 556	265 2.3 265	489 4.3 489	1157 10.1 1157	289 2.5 289	278 2.4 278	922 8.0 922
CAR	7834 7834 68.1	803 10.3 77.7	34 .4 41.0	96 1.2 53.3	72 .9 28.5	354 4.5 63.7	121 1.5 45.7	341 4.4 69.7	912 11.6 78.8	154 2.0 53.3	189 2.4 68.0	599 7.6 65.0
BUS	363 363 3.2	9 2.5 .9				8 2.2 1.4	6 1.7 2.3	7 1.9 1.4	25 6.9 2.2			24 6.6 2.6
WALKED	2846 2846 24.7	179 6.3 17.3	45 1.6 54.2	80 2.8 44.4	182 6.4 71.9	177 6.2 31.8	132 4.6 49.8	96 3.4 19.6	169 5.9 14.6	129 4.5 44.6	72 2.5 25.9	260 9.1 28.2
OTHER	460 460 4.0	43 9.3 4.2	4 .9 4.8	4 .9 2.2		16 3.5 2.9	6 1.3 2.3	44 9.6 9.0	51 11.1 4.4	6 1.3 2.1	17 3.7 6.1	39 8.5 4.2
NA	658 658 5.7	94 14.3 9.1	11 1.7 13.3	11 1.7 6.1	22 3.3 8.7	16 2.4 2.9	11 1.7 4.2	15 2.3 3.1	68 10.3 5.9	18 2.7 6.2		87 13.2 9.4

Table B-22

Q-11: WAS YOUR TRIP SOLELY IN ORDER TO VISIT THE LIBRARY,
OR WAS YOUR VISIT DONE IN CONJUNCTION WITH SOMETHING ELSE?

	GRAND TOTAL	TOTAL LUCAS COUNTY	LUCAS COUNTY MAIN	OREGON	OTTOWA HILLS	REY-NOLDS CORNERS	WASH-INGTON	WATER-VILLE	SYL-VANIA	TOTAL TOLEDO	MAIN	BIR-MINGHAM
TOTAL	11194 11194 11194	2859 25.5 2859	755 6.7 755	305 2.7 305	108 1.0 108	484 4.3 484	985 8.8 985	222 2.0 222	557 5.0 557	7778 69.5 7778	2291 20.5 2291	159 1.4 159
SOLELY TO VISIT THE LIBRARY	6989 6989 62.4	1782 25.5 62.3	471 6.7 62.4	165 2.4 54.1	60 .9 55.6	307 4.4 63.4	634 9.1 64.4	145 2.1 65.3	323 4.6 58.0	4884 69.9 62.8	1362 19.5 59.5	110 1.6 69.2
IN CONJUNCTION WITH SHOPPING	2037 2037 18.2	460 22.6 16.1	116 5.7 15.4	61 3.0 20.0	14 .7 13.0	118 5.8 24.4	128 6.3 13.0	23 1.1 10.4	132 6.5 23.7	1444 70.9 18.6	334 16.4 14.6	21 1.0 13.2
IN CONJUNCTION WITH SOME OTHER ACTIVITY	2167 2167 19.4	617 28.5 21.6	168 7.8 22.3	79 3.6 25.9	34 1.6 31.5	59 2.7 12.2	223 10.3 22.6	54 2.5 24.3	102 4.7 18.3	1449 66.9 18.6	594 27.4 25.9	28 1.3 17.6
NA	967 967 8.6	143 14.8 5.0	19 2.0 2.5		12 1.2 11.1	13 1.3 2.7	94 9.7 9.5	5 .5 2.3	40 4.1 7.2	784 81.1 10.1	235 24.3 10.3	18 1.9 11.3

	GRAND TOTAL	HEATH-ERDOWNS	JERMAIN	KENT	LA GRANGE-CENTRAL	LOCKE	MOTT	POINT PLACE	SANGER	SOUTH	TOLEDO HEIGHTS	WEST TOLEDO
TOTAL	11194 11194 11194	1000 8.9 1000	73 .7 73	168 1.5 168	248 2.2 248	540 4.8 540	265 2.4 265	467 4.2 467	1098 9.8 1098	282 2.5 282	272 2.4 272	914 8.2 914
SOLELY TO VISIT THE LIBRARY	6989 6989 62.4	658 9.4 65.8	49 .7 67.1	107 1.5 63.7	176 2.5 71.0	338 4.8 62.6	193 2.8 72.8	326 4.7 69.8	583 8.3 53.1	196 2.8 69.5	195 2.8 71.7	591 8.5 64.7
IN CONJUNCTION WITH SHOPPING	2037 2037 18.2	231 11.3 23.1	11 .5 15.1	23 1.1 13.7	17 .8 6.9	105 5.2 19.4	28 1.4 10.6	104 5.1 22.3	372 18.3 33.9	37 1.8 13.1	44 2.2 16.2	118 5.8 12.9
IN CONJUNCTION WITH SOME OTHER ACTIVITY	2167 2167 19.4	111 5.1 11.1	13 .6 17.8	38 1.8 22.6	55 2.5 22.2	97 4.5 18.0	44 2.0 16.6	37 1.7 7.9	144 6.6 13.1	49 2.3 17.4	33 1.5 12.1	205 9.5 22.4
NA	967 967 8.6	128 13.2 12.8	21 2.2 28.8	23 2.4 13.7	28 2.9 11.3	32 3.3 5.9	11 1.1 4.2	37 3.8 7.9	127 13.1 11.6	25 2.6 8.9	6 .6 2.2	95 9.8 10.4

Table B-23

Q-12: IS THIS LIBRARY THE PUBLIC LIBRARY CLOSEST TO YOUR HOME?

	GRAND TOTAL	TOTAL LUCAS COUNTY	LUCAS COUNTY MAIN	OREGON	OTTOWA HILLS	REY-NOLDS CORNERS	WASH-INGTON	WATER-VILLE	SYL-VANIA	TOTAL TOLEDO	MAIN	BIR-MINGHAM
TOTAL	11484	2927	761	305	118	497	1019	227	569	7988	2353	163
	11484	25.5	6.6	2.7	1.0	4.3	8.9	2.0	5.0	69.6	20.5	1.4
	11484	2927	761	305	118	497	1019	227	569	7988	2353	163
YES	7838	2399	432	281	94	471	899	222	502	4938	285	124
	7838	30.6	5.5	3.6	1.2	6.0	11.5	2.8	6.4	63.0	3.6	1.6
	68.3	82.0	56.8	92.1	79.7	94.8	88.2	97.8	88.2	61.8	12.1	76.1
NO	3444	451	316	6	19	20	86	5	62	2931	2012	35
	3444	13.1	9.2	.2	.6	.6	2.5	.1	1.8	85.1	58.4	1.0
	30.0	15.4	41.5	2.0	16.1	4.0	8.4	2.2	10.9	36.7	85.5	21.5
DONT KNOW	202	77	13	18	5	7	34		6	119	56	4
	202	38.1	6.4	8.9	2.5	3.5	16.8		3.0	58.9	27.7	2.0
	1.8	2.6	1.7	5.9	4.2	1.4	3.3		1.1	1.5	2.4	2.5
NA	677	75	13		2		60		28	574	173	14
	677	11.1	1.9		.3		8.9		4.1	84.8	25.6	2.1
	5.9	2.6	1.7		1.7		5.9		4.9	7.2	7.4	8.6

	GRAND TOTAL	HEATH-ERDOWNS	JERMAIN	KENT	LA GRANGE-CENTRAL	LOCKE	MOTT	POINT PLACE	SANGER	SOUTH	TOLEDO HEIGHTS	WEST TOLEDO
TOTAL	11484	1060	83	180	253	548	259	474	1132	282	256	946
	11484	9.2	.7	1.6	2.2	4.8	2.3	4.1	9.9	2.5	2.2	8.2
	11484	1060	83	180	253	548	259	474	1132	282	256	946
YES	7838	948	73	164	209	419	221	460	879	227	172	757
	7838	12.1	.9	2.1	2.7	5.3	2.8	5.9	11.2	2.9	2.2	9.7
	68.3	89.4	88.0	91.1	82.6	76.5	85.3	97.0	77.7	80.5	67.2	80.0
NO	3444	94	8	15	44	129	28	15	253	49	83	166
	3444	2.7	.2	.4	1.3	3.7	.8	.4	7.3	1.4	2.4	4.8
	30.0	8.9	9.6	8.3	17.4	23.5	10.8	3.2	22.3	17.4	32.4	17.5
DONT KNOW	202	17	2				11			6		24
	202	8.4	1.0				5.4			3.0		11.9
	1.8	1.6	2.4				4.2			2.1		2.5
NA	677	68	11	11	22	24	17	30	93	25	22	63
	677	10.0	1.6	1.6	3.2	3.5	2.5	4.4	13.7	3.7	3.2	9.3
	5.9	6.4	13.3	6.1	8.7	4.4	6.6	6.3	8.2	8.9	8.6	6.7

Table B-24

Q-12 (CONT.): WHY DID YOU COME TO THIS LIBRARY INSTEAD OF A CLOSER ONE?

	GRAND TOTAL	TOTAL LUCAS COUNTY	LUCAS COUNTY MAIN	OREGON	OTTOWA HILLS	REY-NOLDS CORNERS	WASH-INGTON	WATER-VILLE	SYL-VANIA	TOTAL TOLEDO	MAIN	BIR-MINGHAM
TOTAL	3325	425	303	6	17	13	86		58	2842	1994	35
	3325	12.8	9.1	.2	.5	.4	2.6		1.7	85.5	60.0	1.1
	3325	425	303	6	17	13	86		58	2842	1994	35
PARKING IS BETTER HERE	100	47	39				9			53	6	
	100	47.0	39.0				9.0			53.0	6.0	
	3.0	11.1	12.9				10.5			1.9	.3	
THIS LIBRARY IS LARGER AND HAS MORE MATERIAL	2058	187	168		2		17		22	1849	1486	7
	2058	9.1	8.2		.1		.8		1.1	89.8	72.2	.3
	61.9	44.0	55.4		11.8		19.8		37.9	65.1	74.5	20.0
MY LOCAL LIBRARY IS CLOSED TODAY	95	2			2				12	80	43	7
	95	2.1			2.1				12.6	84.2	45.3	7.4
	2.9	.5			11.8				20.7	2.8	2.2	20.0
THIS LIBRARY IS CLOSEST TO MY SCHOOL	128	22	19		2				3	103	43	11
	128	17.2	14.8		1.6				2.3	80.5	33.6	8.6
	3.8	5.2	6.3		11.8				5.2	3.6	2.2	31.4
THIS LIBRARY IS CLOSEST TO MY PLACE OF EMPLOYMENT	399	9	6		2				6	384	297	11
	399	2.3	1.5		.5				1.5	96.2	74.4	2.8
	12.0	2.1	2.0		11.8				10.3	13.5	14.9	31.4
I JUST HAPPENED TO BE NEAR THIS LIBRARY TODAY	473	84	52	6	2	7	17		3	386	217	11
	473	17.8	11.0	1.3	.4	1.5	3.6		.6	81.6	45.9	2.3
	14.2	19.8	17.2	100.0	11.8	53.8	19.8		5.2	13.6	10.9	31.4
THE SERVICE AT THIS LIBRARY IS BETTER	489	60	58		2				18	410	341	4
	489	12.3	11.9		.4				3.7	83.8	69.7	.8
	14.7	14.1	19.1		11.8				31.0	14.4	17.1	11.4
SOME OTHER REASON	511	128	71		7	7	43		25	358	124	18
	511	25.0	13.9		1.4	1.4	8.4		4.9	70.1	24.3	3.5
	15.4	30.1	23.4		41.2	53.8	50.0		43.1	12.6	6.2	51.4
NA	8835	2577	471	299	103	484	993	227	538	5720	532	142
	8835	29.2	5.3	3.4	1.2	5.5	11.2	2.6	6.1	64.7	6.0	1.6
	265.7	606.4	155.4	299	605.9	484	993	227	927.6	201.3	26.7	405.7

Table B-24
(continued)

Q-12 (CONT.): WHY DID YOU COME TO THIS LIBRARY INSTEAD OF A CLOSER ONE?

	GRAND TOTAL	HEATH-ERDOWNS	JERMAIN	KENT	LA GRANGE-CENTRAL	LOCKE	MOTT	POINT PLACE	SANGER	SOUTH	TOLEDO HEIGHTS	WEST TOLEDO
TOTAL	3325	85	4	15	44	121	28	15	228	49	67	158
	3325	2.6	.1	.5	1.3	3.6	.8	.5	6.9	1.5	2.0	4.8
	3325	85	4	15	44	121	28	15	228	49	67	158
PARKING IS BETTER HERE	100							7	34		6	
	100							7.0	34.0		6.0	
	3.0							46.7	14.9		9.0	
THIS LIBRARY IS LARGER AND HAS MORE MATERIAL	2058	17		4	6	81	6	7	118	6	33	79
	2058	.8		.2	.3	3.9	.3	.3	5.7	.3	1.6	3.8
	61.9	20.0		26.7	13.6	66.9	21.4	46.7	51.8	12.2	49.3	50.0
MY LOCAL LIBRARY IS CLOSED TODAY	95				6	16			8			
	95				6.3	16.8			8.4			
	2.9				13.6	13.2			3.5			
THIS LIBRARY IS CLOSEST TO MY SCHOOL	128	9	2		17		6		8			8
	128	7.0	1.6		13.3		4.7		6.3			6.3
	3.8	10.6	50.0		38.6		21.4		3.5			5.1
THIS LIBRARY IS CLOSEST TO MY PLACE OF EMPLOYMENT	399	17		4	6	8	6		17	6	6	8
	399	4.3		1.0	1.5	2.0	1.5		4.3	1.5	1.5	2.0
	12.0	20.0		26.7	13.6	6.6	21.4		7.5	12.2	9.0	5.1
I JUST HAPPENED TO BE NEAR THIS LIBRARY TODAY	473	17	2	4	11	16	6		34	25	6	39
	473	3.6	.4	.8	2.3	3.4	1.3		7.2	5.3	1.3	8.2
	14.2	20.0	50.0	26.7	25.0	13.2	21.4		14.9	51.0	9.0	24.7
THE SERVICE AT THIS LIBRARY IS BETTER	489				6	16	6		25		6	8
	489				1.2	3.3	1.2		5.1		1.2	1.6
	14.7				13.6	13.2	21.4		11.0		9.0	5.1
SOME OTHER REASON	511	34		4	6	24	11	7	51	18	22	39
	511	6.7		.8	1.2	4.7	2.2	1.4	10.0	3.5	4.3	7.6
	15.4	40.0		26.7	13.6	19.8	39.3	46.7	22.4	36.7	32.8	24.7
NA	8835	1042	90	176	231	451	248	489	997	258	211	851
	8835	11.8	1.0	2.0	2.6	5.1	2.8	5.5	11.3	2.9	2.4	9.6
	265.7	1042	90	176	525.0	372.7	885.7	489	437.3	526.5	314.9	538.6

Table B-25

Q-13: ABOUT HOW OFTEN DO YOU USE THIS LIBRARY?

	GRAND TOTAL	TOTAL LUCAS COUNTY	LUCAS COUNTY MAIN	OREGON	OTTOWA HILLS	REY-NOLDS CORNERS	WASH-INGTON	WATER-VILLE	SYL-VANIA	TOTAL TOLEDO	MAIN	BIR-MINGHAM
TOTAL	11326 11326 11326	2892 25.5 2892	748 6.6 748	305 2.7 305	118 1.0 118	497 4.4 497	1002 8.8 1002	222 2.0 222	563 5.0 563	7870 69.5 7870	2353 20.8 2353	145 1.3 145
THIS IS MY FIRST VISIT	904 904 8.0	145 16.0 5.0	52 5.8 7.0	12 1.3 3.9	5 .6 4.2	33 3.7 6.6	34 3.8 3.4	9 1.0 4.1	22 2.4 3.9	738 81.6 9.4	130 14.4 5.5	18 2.0 12.4
I COME ONCE A WEEK OR MORE	3293 3293 29.1	825 25.1 28.5	232 7.0 31.0	61 1.9 20.0	60 1.8 50.8	105 3.2 21.1	317 9.6 31.6	50 1.5 22.5	197 6.0 35.0	2271 69.0 28.9	631 19.2 26.8	42 1.3 29.0
I COME ONCE OR TWICE A MONTH	4969 4969 43.9	1393 28.0 48.2	335 6.7 44.8	183 3.7 60.0	38 .8 32.2	242 4.9 48.7	454 9.1 45.3	141 2.8 63.5	258 5.2 45.8	3318 66.8 42.2	910 18.3 38.7	57 1.1 39.3
I COME LESS THAN ONCE A MONTH	2160 2160 19.1	530 24.5 18.3	129 6.0 17.2	49 2.3 16.1	14 .6 11.9	118 5.5 23.7	197 9.1 19.7	23 1.1 10.4	86 4.0 15.3	1544 71.5 19.6	681 31.5 28.9	28 1.3 19.3
NA	835 835 7.4	110 13.2 3.8	26 3.1 3.5		2 .2 1.7		77 9.2 7.7	5 .6 2.3	34 4.1 6.0	691 82.8 8.8	173 20.7 7.4	32 3.8 22.1

	GRAND TOTAL	HEATH-ERDOWNS	JERMAIN	KENT	LA GRANGE-CENTRAL	LOCKE	MOTT	POINT PLACE	SANGER	SOUTH	TOLEDO HEIGHTS	WEST TOLEDO
TOTAL	11326 11326 11326	1000 8.8 1000	81 .7 81	180 1.6 180	253 2.2 253	548 4.8 548	254 2.2 254	474 4.2 474	1115 9.8 1115	282 2.5 282	256 2.3 256	930 8.2 930
THIS IS MY FIRST VISIT	904 904 8.0	444 49.1 44.4	4 .4 4.9	11 1.2 6.1	11 1.2 4.3	32 3.5 5.8	11 1.2 4.3	7 .8 1.5	34 3.8 3.0		11 1.2 4.3	24 2.7 2.6
I COME ONCE A WEEK OR MORE	3293 3293 29.1	316 9.6 31.6	23 .7 28.4	42 1.3 23.3	88 2.7 34.8	153 4.6 27.9	77 2.3 30.3	148 4.5 31.2	304 9.2 27.3	92 2.8 32.6	78 2.4 30.5	276 8.4 29.7
I COME ONCE OR TWICE A MONTH	4969 4969 43.9	205 4.1 20.5	34 .7 42.0	96 1.9 53.3	116 2.3 45.8	250 5.0 45.6	116 2.3 45.7	208 4.2 43.9	591 11.9 53.0	141 2.8 50.0	122 2.5 47.7	473 9.5 50.9
I COME LESS THAN ONCE A MONTH	2160 2160 19.1	34 1.6 3.4	21 1.0 25.9	31 1.4 17.2	39 1.8 15.4	113 5.2 20.6	50 2.3 19.7	111 5.1 23.4	186 8.6 16.7	49 2.3 17.4	44 2.0 17.2	158 7.3 17.0
NA	835 835 7.4	128 15.3 12.8	13 1.6 16.0	11 1.3 6.1	22 2.6 8.7	24 2.9 4.4	22 2.6 8.7	30 3.6 6.3	110 13.2 9.9	25 3.0 8.9	22 2.6 8.6	79 9.5 8.5

Table B-26

Q-14: USE OF OTHER LIBRARIES

	GRAND TOTAL	TOTAL LUCAS COUNTY	LUCAS COUNTY MAIN	OREGON	OTTOWA HILLS	REY-NOLDS CORNERS	WASH-INGTON	WATER-VILLE	SYL-VANIA	TOTAL TOLEDO	MAIN	BIR-MINGHAM
TOTAL	3271 3271 3271	684 20.9 684	181 5.5 181	61 1.9 61	29 .9 29	144 4.4 144	188 5.7 188	82 2.5 82	92 2.8 92	2494 76.2 2494	712 21.8 712	50 1.5 50
LUCAS MAIN	281 281 8.6	27 9.6 3.9			2 .7 6.9	7 2.5 4.9		18 6.4 22.0	3 1.1 3.3	250 89.0 10.0	43 15.3 6.0	11 3.9 22.0
OREGON	18 18 .6									18 100.0 .7	6 33.3 .8	4 22.2 8.0
OTTOWA HILLS	8 8 .2									8 100.0 .3		
REYNOLDS CORNERS	15 15 .5	6 40.0 .9	6 40.0 3.3							8 53.3 .3		
WASHINGTON, WHITMER	41 41 1.3	7 17.1 1.0				7 17.1 4.9			6 14.6 6.5	28 68.3 1.1	12 29.3 1.7	
WATERVILLE												
SYLVANIA	71 71 2.2	15 21.1 2.2				7 9.9 4.9	9 12.7 4.8			56 78.9 2.2	19 26.8 2.7	
TOLEDO MAIN	477 477 14.6	91 19.1 13.3	32 6.7 17.7		2 .4 6.9	39 8.2 27.1	17 3.6 9.0		12 2.5 13.0	373 78.2 15.0		11 2.3 22.0
BIRMINGHAM	6 6 .2									6 100.0 .2	6 100.0 .8	
HEATHERDOWNS	20 20 .6	9 45.0 1.3					9 45.0 4.8			12 60.0 .5	6 30.0 .8	
JERMAIN	6 6 .2									6 100.0 .2	6 100.0 .8	
KENT	18 18 .6									18 100.0 .7	12 66.7 1.7	
LA GRANGE-CENTRAL	26 26 .8									26 100.0 1.0	19 73.1 2.7	
LOCKE	16 16 .5									16 100.0 .6	6 37.5 .8	4 25.0 8.0

Table B-26
(continued)

Q-14: USE OF OTHER LIBRARIES

	GRAND TOTAL	HEATH-ERDOWNS	JERMAIN	KENT	LA GRANGE-CENTRAL	LOCKE	MOTT	POINT PLACE	SANGER	SOUTH	TOLEDO HEIGHTS	WEST TOLEDO
TOTAL	3271 3271 3271	615 18.8 615	15 .5 15	61 1.9 61	72 2.2 72	121 3.7 121	39 1.2 39	89 2.7 89	296 9.0 296	86 2.6 86	56 1.7 56	284 8.7 284
LUCAS MAIN	281 281 8.6	137 48.8 22.3	2 .7 13.3						8 2.8 2.7	12 4.3 14.0	6 2.1 10.7	32 11.4 11.3
OREGON	18 18 .6					8 44.4 6.6						
OTTOWA HILLS	8 8 .2								8 100.0 2.7			
REYNOLDS CORNERS	15 15 .5								8 53.3 2.7			
WASHINGTON, WHITMER	41 41 1.3											16 39.0 5.6
WATERVILLE												
SYLVANIA	71 71 2.2			4 5.6 6.6					34 47.9 11.5			
TOLEDO MAIN	477 477 14.6	77 16.1 12.5	2 .4 13.3	23 4.8 37.7	33 6.9 45.8	40 8.4 33.1	22 4.6 56.4	30 6.3 33.7	34 7.1 11.5	12 2.5 14.0	11 2.3 19.6	79 16.6 27.8
BIRMINGHAM	6 6 .2											
HEATHERDOWNS	20 20 .6										6 30.0 10.7	
JERMAIN	6 6 .2											
KENT	18 18 .6				6 33.3 8.3							
LA GRANGE-CENTRAL	26 26 .8											8 30.8 2.8
LOCKE	16									6 37.5		

Table B-26
(continued)

Q-14: USE OF OTHER LIBRARIES

	GRAND TOTAL	TOTAL LUCAS COUNTY	LUCAS COUNTY MAIN	OREGON	OTTOWA HILLS	REY-NOLDS CORNERS	WASH-INGTON	WATER-VILLE	SYL-VANIA	TOTAL TOLEDO	MAIN	BIR-MINGHAM
TOTAL	3271 3271 3271	684 20.9 684	181 5.5 181	61 1.9 61	29 .9 29	144 4.4 144	188 5.7 188	82 2.5 82	92 2.8 92	2494 76.2 2494	712 21.8 712	50 1.5 50
MOTT	6 6 .2									6 100.0 .2	6 100.0 .8	
POINT PLACE	12 12 .4									12 100.0 .5	12 100.0 1.7	
SANGER	132 132 4.0	38 28.8 5.6	6 4.5 3.3		17 12.9 58.6	7 5.3 4.9	9 6.8 4.8		12 9.1 13.0	82 62.1 3.3	74 56.1 10.4	
SOUTH	50 50 1.5									50 100.0 2.0	31 62.0 4.4	
TOLEDO HEIGHTS	255 255 7.8									255 100.0 10.2	43 16.9 6.0	
WEST TOLEDO	112 112 3.4	20 17.9 2.9			2 1.8 6.9		17 15.2 9.0		3 2.7 3.3	90 80.4 3.6	68 60.7 9.6	
TOLEDO (BRANCH UNSPECIFIED)												
LUCAS CO. BOOKMOBILE	31 31 .9	22 71.0 3.2					9 29.0 4.8	14 45.2 17.1		9 29.0 .4		
OTHER PUBLIC LIBRARIES OUTSIDE LUCAS CO.	28 28 .9	7 25.0 1.0				7 25.0 4.9			3 10.7 3.3	19 67.9 .8	19 67.9 2.7	
H.S. AND ELEMENTARY SCHOOL LIBRARIES	1060 1060 32.4	359 33.9 52.5	84 7.9 46.4	61 5.8 100.0	2 .2 6.9	72 6.8 50.0	94 8.9 50.0	45 4.2 54.9	34 3.2 37.0	667 62.9 26.7	105 9.9 14.7	21 2.0 42.0
U. OF TOLEDO LIBRARY	448 448 13.7	50 11.2 7.3	26 5.8 14.4		2 .4 6.9		17 3.8 9.0	5 1.1 6.1	18 4.0 19.6	380 84.8 15.2	155 34.6 21.8	
MARY MANSE COLLEGE LIBRARY	61 61 1.9	15 24.6 2.2	6 9.8 3.3				9 14.8 4.8			46 75.4 1.8	19 31.1 2.7	
OTHER ACADEMIC LIBRARIES	63 63 1.9	19 30.2 2.8	19 30.2 10.5							43 68.3 1.7	43 68.3 6.0	
SPECIAL LIBRARIES	9 9 .3									9 100.0 .4		

Table B-26
(continued)

Q-14: USE OF OTHER LIBRARIES

	GRAND TOTAL	HEATH-ERDOWNS	JERMAIN	KENT	LA GRANGE-CENTRAL	LOCKE	MOTT	POINT PLACE	SANGER	SOUTH	TOLEDO HEIGHTS	WEST TOLEDO
TOTAL	3271 3271 3271	615 18.8 615	15 .5 15	61 1.9 61	72 2.2 72	121 3.7 121	39 1.2 39	89 2.7 89	296 9.0 296	86 2.6 86	56 1.7 56	284 8.7 284
MOTT	6 6 .2											
POINT PLACE	12 12 .4											
SANGER	132 132 4.0		2 1.5 13.3		6 4.5 8.3							
SOUTH	50 50 1.5	17 34.0 2.8	2 4.0 13.3									
TOLEDO HEIGHTS	255 255 7.8	205 80.4 33.3								6 2.4 7.0		
WEST TOLEDO	112 112 3.4							7 6.3 7.9	8 7.1 2.7		6 5.4 10.7	
TOLEDO (BRANCH UNSPECIFIED)												
LUCAS CO. BOOKMOBILE	31 31 .9	9 29.0 1.5										
OTHER PUBLIC LIBRARIES OUTSIDE LUCAS CO.	28 28 .9											
H.S. AND ELEMENTARY SCHOOL LIBRARIES	1060 1060 32.4	137 12.9 22.3	6 .6 40.0	15 1.4 24.6	17 1.6 23.6	56 5.3 46.3	11 1.0 28.2	30 2.8 33.7	127 12.0 42.9	37 3.5 43.0	11 1.0 19.6	95 9.0 33.5
U. OF TOLEDO LIBRARY	448 448 13.7	34 7.6 5.5	2 .4 13.3	4 .9 6.6	11 2.5 15.3	16 3.6 13.2	6 1.3 15.4	15 3.3 16.9	59 13.2 19.9	12 2.7 14.0	11 2.5 19.6	55 12.3 19.4
MARY MANSE COLLEGE LIBRARY	61 61 1.9			11 18.0 18.0				7 11.5 7.9	8 13.1 2.7			
OTHER ACADEMIC LIBRARIES	63 63 1.9											
SPECIAL LIBRARIES	9 9 [illegible]			4 44.4 [illegible]							6 66.7 10.7	

Table B-26
(continued)

Q-14: USE OF OTHER LIBRARIES

	GRAND TOTAL	TOTAL LUCAS COUNTY	LUCAS COUNTY MAIN	OREGON	OTTOWA HILLS	REY-NOLDS CORNERS	WASH-INGTON	WATER-VILLE	SYL-VANIA	TOTAL TOLEDO	MAIN	BIR-MINGHAM
TOTAL	3675 3675 3675	758 0.6 758	239 6.5 239	98 2.7 98	34 .9 34	78 2.1 78	214 5.8 214	95 2.6 95	135 3.7 135	2781 75.7 2781	873 23.8 873	46 1.3 46
LUCAS MAIN	464 464 12.6	72 15.5 9.5				13 2.8 16.7		59 12.7 62.1		392 84.5 14.1	136 29.3 15.6	11 2.4 23.9
OREGON	37 37 1.0									37 100.0 1.3	6 16.2 .7	7 18.9 15.2
OTTOWA HILLS	37 37 1.0								3 8.1 2.2	34 91.9 1.2		
REYNOLDS CORNERS	30 30 .8	9 30.0 1.2	6 20.0 2.5		2 6.7 5.9					21 70.0 .8	12 40.0 1.4	
WASHINGTON, WHITMER	55 55 1.5									55 100.0 2.0	6 10.9 .7	
WATERVILLE	19 19 .5	13 68.4 1.7	13 68.4 5.4							6 31.6 .2	6 31.6 .7	
SYLVANIA	99 99 2.7	26 26.3 3.4			2 2.0 5.9	7 7.1 9.0	17 17.2 7.9			73 73.7 2.6	31 31.3 3.6	
TOLEDO MAIN	872 872 23.7	282 32.3 37.2	90 10.3 37.7	37 4.2 37.8	10 1.1 29.4	33 3.8 42.3	86 9.9 40.2	27 3.1 28.4	49 5.6 36.3	541 62.0 19.5		7 .8 15.2
BIRMINGHAM												
HEATHERDOWNS	37 37 1.0	13 35.1 1.7	13 35.1 5.4							24 64.9 .9	12 32.4 1.4	
JERMAIN	15 15 .4									15 100.0 .5		
KENT	86 86 2.3									86 100.0 3.1	37 43.0 4.2	
LA GRANGE-CENTRAL	31 31 .8									31 100.0 1.1	12 38.7 1.4	
LOCKE	115 115 3.1	37 32.2 4.9	6 5.2 2.5	31 27.0 31.6						78 67.8 2.8	50 43.5 5.7	7 6.1 15.2

Table B-26
(continued)

Q-14: USE OF OTHER LIBRARIES

	GRAND TOTAL	HEATH-ERDOWNS	JERMAIN	KENT	LA GRANGE-CENTRAL	LOCKE	MOTT	POINT PLACE	SANGER	SOUTH	TOLEDO HEIGHTS	WEST TOLEDO
TOTAL	3675 3675 3675	513 14.0 513	23 .6 23	69 1.9 69	105 2.9 105	153 4.2 153	77 2.1 77	126 3.4 126	397 10.8 397	104 2.8 104	83 2.3 83	213 5.8 213
LUCAS MAIN	464 464 12.6	171 36.9 33.3	8 1.7 34.8				11 2.4 14.3	7 1.5 5.6	8 1.7 2.0	18 3.9 17.3	6 1.3 7.2	16 3.4 7.5
OREGON	37 37 1.0					24 64.9 15.7						
OTTOWA HILLS	37 37 1.0								34 91.9 8.6			
REYNOLDS CORNERS	30 30 .8								8 26.7 2.0			
WASHINGTON, WHITMER	55 55 1.5								25 45.5 6.3			24 43.6 11.3
WATERVILLE	19 19 .5											
SYLVANIA	99 99 2.7								34 34.3 8.6			8 8.1 3.8
TOLEDO MAIN	872 872 23.7	68 7.8 13.3		38 4.4 55.1	61 7.0 58.1	40 4.6 26.1	28 3.2 36.4	52 6.0 41.3	84 9.6 21.2	12 1.4 11.5	56 6.4 67.5	95 10.9 44.6
BIRMINGHAM												
HEATHERDOWNS	37 37 1.0									6 16.2 5.8	6 16.2 7.2	
JERMAIN	15 15 .4							15 100.0 11.9				
KENT	86 86 2.3	9 10.5 1.8			17 19.8 16.2			7 8.1 5.6	8 9.3 2.0			8 9.3 3.8
LA GRANGE-CENTRAL	31 31 .8			4 12.9 5.8				7 22.6 5.6				8 25.8 3.8
LOCKE	115 115 3.1		2 1.7 8.7					7 6.1 5.6		12 10.4 11.5		

Table B-26
(continued)

Q-14: USE OF OTHER LIBRARIES

	GRAND TOTAL	TOTAL LUCAS COUNTY	LUCAS COUNTY MAIN	OREGON	OTTOWA HILLS	REY-NOLDS CORNERS	WASH-INGTON	WATER-VILLE	SYL-VANIA	TOTAL TOLEDO	MAIN	BIR-MINGHAM
TOTAL	3675 3675 3675	758 20.6 758	239 6.5 239	98 2.7 98	34 .9 34	78 2.1 78	214 5.8 214	95 2.6 95	135 3.7 135	2781 75.7 2781	873 23.8 873	46 1.3 46
MOTT	30 30 .8									30 100.0 1.1	25 83.3 2.9	
POINT PLACE	24 24 .7									24 100.0 .9	12 50.0 1.4	
SANGER	164 164 4.5	38 23.2 5.0			14 8.5 41.2	7 4.3 9.0	17 10.4 7.9		28 17.1 20.7	98 59.8 3.5	62 37.8 7.1	
SOUTH	87 87 2.4	13 14.9 1.7	13 14.9 5.4							75 86.2 2.7	43 49.4 4.9	
TOLEDO HEIGHTS	240 240 6.5	26 10.8 3.4	26 10.8 10.9							214 09.2 7.7	37 15.4 4.2	
WEST TOLEDO	259 259 7.0	51 19.7 6.7					51 19.7 23.8		22 8.5 16.3	186 71.8 6.7	93 35.9 10.7	
TOLEDO (BRANCH UNSPECIFIED)												
LUCAS CO. BOOKMOBILE	18 18 .5									18 100.0 .6	6 33.3 .7	4 22.2 8.7
OTHER PUBLIC LIBRARIES OUTSIDE LUCAS CO.	49 49 1.3	15 30.6 2.0		6 12.2 6.1			9 18.4 4.2			35 71.4 1.3	12 24.5 1.4	
H.S. AND ELEMENTARY SCHOOL LIBRARIES	486 486 13.2	84 17.3 11.1	26 5.3 10.9	12 2.5 12.2	2 .4 5.9	13 2.7 16.7	26 5.3 12.1	5 1.0 5.3	28 5.8 20.7	374 77.0 13.4	105 21.6 12.0	11 2.3 23.9
U. OF TOLEDO LIBRARY	353 353 9.6	60 17.0 7.9	39 11.0 16.3	6 1.7 6.1		7 2.0 9.0	9 2.5 4.2		3 .8 2.2	290 82.2 10.4	149 42.2 17.1	
MARY MANSE COLLEGE LIBRARY	10 10 .3									10 100.0 .4	6 60.0 .7	
OTHER ACADEMIC LIBRARIES	46 46 1.3	17 37.0 2.2	6 13.0 2.5	6 13.0 6.1				5 10.9 5.3		29 63.0 1.0	12 26.1 1.4	
SPECIAL LIBRARIES	11 11 .3	2 18.2 .3			2 18.2 5.9				3 27.3 2.2	6 54.5 .2		

Table B-26
(continued)

Q-14: USE OF OTHER LIBRARIES

	GRAND TOTAL	HEATH-ERDOWNS	JERMAIN	KENT	LA GRANGE-CENTRAL	LOCKE	MOTT	POINT PLACE	SANGER	SOUTH	TOLEDO HEIGHTS	WEST TOLEDO
TOTAL	3675 3675 3675	513 14.0 513	23 .6 23	69 1.9 69	105 2.9 105	153 4.2 153	77 2.1 77	126 3.4 126	397 10.8 397	104 2.8 104	83 2.3 83	213 5.8 213
MOTT	30 30 .8				6 20.0 5.7							
POINT PLACE	24 24 .7		4 16.7 17.4			8 33.3 5.2						
SANGER	164 164 4.5	9 5.5 1.8		11 6.7 15.9		8 4.9 5.2						8 4.9 3.8
SOUTH	87 87 2.4	26 29.9 5.1									6 6.9 7.2	
TOLEDO HEIGHTS	240 240 6.5	162 67.5 31.6							8 3.3 2.0	6 2.5 5.8		
WEST TOLEDO	259 259 7.0								93 35.9 23.4			
TOLEDO (BRANCH UNSPECIFIED)												
LUCAS CO. BOOKMOBILE	18 18 .5					8 44.4 5.2						
OTHER PUBLIC LIBRARIES OUTSIDE LUCAS CO.	49 49 1.3					16 32.7 10.5				6 12.2 5.8		
H.S. AND ELEMENTARY SCHOOL LIBRARIES	486 486 13.2	34 7.0 6.6	9 1.9 39.1	4 .8 5.8	17 3.5 16.2	48 9.9 31.4	22 4.5 28.6	15 3.1 11.9	34 7.0 8.6	31 6.4 29.8	6 1.2 7.2	39 8.0 18.3
U. OF TOLEDO LIBRARY	353 353 9.6	26 7.4 5.1		8 2.3 11.6	6 1.7 5.7		11 3.1 14.3	15 4.2 11.9	51 14.4 12.8	12 3.4 11.5	6 1.7 7.2	8 2.3 3.8
MARY MANSE COLLEGE LIBRARY	10 10 .3			4 40.0 5.8								
OTHER ACADEMIC LIBRARIES	46 46 1.3	9 19.6 1.8							8 17.4 2.0			
SPECIAL LIBRARIES	11 11 .3						6 54.5 7.8					

Table B-26
(continued)

Q-14: USE OF OTHER LIBRARIES

	GRAND TOTAL	TOTAL LUCAS COUNTY	LUCAS COUNTY MAIN	OREGON	OTTOWA HILLS	REY-NOLDS CORNERS	WASH-INGTON	WATER-VILLE	SYL-VANIA	TOTAL TOLEDO	MAIN	BIR-MINGHAM
TOTAL	2127 2127 2127	566 26.6 566	213 10.0 213	37 1.7 37	31 1.5 31	52 2.4 52	206 9.7 206	27 1.3 27	117 5.5 117	1444 67.9 1444	297 14.0 297	14 .7 14
LUCAS MAIN	210 210 9.9	54 25.7 9.5		12 5.7 32.4	2 1.0 6.5	26 12.4 50.0		14 6.7 51.9	6 2.9 5.1	150 71.4 10.4	43 20.5 14.5	
OREGON	6 6 .3									6 100.0 .4	6 100.0 2.0	
OTTOWA HILLS	17 17 .8									17 100.0 1.2		
REYNOLDS CORNERS	24 24 1.1	15 62.5 2.7	13 54.2 6.1		2 8.3 6.5					8 33.3 .6		
WASHINGTON, WHITMER	16 16 .8									16 100.0 1.1		
WATERVILLE	19 19 .9	13 68.4 2.3	13 68.4 6.1							6 31.6 .4	6 31.6 2.0	
SYLVANIA	58 58 2.7	11 19.0 1.9			2 3.4 6.5		9 15.5 4.4			47 81.0 3.3	19 32.8 6.4	
TOLEDO MAIN	794 794 37.3	233 29.3 41.2	77 9.7 36.2	6 .8 16.2	10 1.3 32.3	20 2.5 38.5	111 14.0 53.9	9 1.1 33.3	49 6.2 41.9	511 64.4 35.4		4 .5 28.6
BIRMINGHAM												
HEATHERDOWNS	61 61 2.9	32 52.5 5.7	32 52.5 15.0							29 47.5 2.0	6 9.8 2.0	
JERMAIN	7 7 .3									7 100.0 .5		
KENT	55 55 2.6									55 100.0 3.8	25 45.5 8.4	
LA GRANGE CENTRAL	31 31 1.5									31 100.0 2.1	31 100.0 10.4	
LOCKE	32 32 1.5									32 100.0 2.2	25 78.1 8.4	7 21.9 50.0

Table B-26
(continued)

Q-14: USE OF OTHER LIBRARIES

	GRAND TOTAL	HEATH-ERDOWNS	JERMAIN	KENT	LA GRANGE-CENTRAL	LOCKE	MOTT	POINT PLACE	SANGER	SOUTH	TOLEDO HEIGHTS	WEST TOLEDO
TOTAL	2127 2127 2127	137 6.4 137	15 .7 15	23 1.1 23	50 2.4 50	121 5.7 121	50 2.4 50	89 4.2 89	279 13.1 279	61 2.9 61	72 3.4 72	236 11.1 236
LUCAS MAIN	210 210 9.9	43 20.5 31.4	8 3.8 53.3						8 3.8 2.9	18 8.6 29.5	6 2.9 8.3	24 11.4 10.2
OREGON	6 6 .3											
OTTOWA HILLS	17 17 .8								17 100.0 6.1			
REYNOLDS CORNERS	24 24 1.1								8 33.3 2.9			
WASHINGTON, WHITMER	16 16 .8								8 50.0 2.9			8 50.0 3.4
WATERVILLE	19 19 .9											
SYLVANIA	58 58 2.7			4 6.9 17.4					17 29.3 6.1			8 13.8 3.4
TOLEDO MAIN	794 794 37.3	51 6.4 37.2		8 1.0 34.8	22 2.8 44.0	73 9.2 60.3	33 4.2 66.0	59 7.4 66.3	118 14.9 42.3	25 3.1 41.[illegible]	17 2.1 23.6	102 12.8 43.2
BIRMINGHAM												
HEATHERDOWNS	61 61 2.9									6 9.8 9.8	17 27.9 23.6	
JERMAIN	7 7 .3							7 100.0 7.9				
KENT	55 55 2.6				6 10.9 12.0				17 30.9 6.1			8 14.5 3.4
LA GRANGE CENTRAL	31 31 1.5											
LOCKE	32 32 1.5											

Table B-26
(continued)

Q-14: USE OF OTHER LIBRARIES

	GRAND TOTAL	TOTAL LUCAS COUNTY	LUCAS COUNTY MAIN	OREGON	OTTOWA HILLS	REY-NOLDS CORNERS	WASH-INGTON	WATER-VILLE	SYL-VANIA	TOTAL TOLEDO	MAIN	BIR-MINGHAM
TOTAL	2127 2127 2127	566 26.6 566	213 10.0 213	37 1.7 37	31 1.5 31	52 2.4 52	206 9.7 206	27 1.3 27	117 5.5 117	1444 67.9 1444	297 14.0 297	14 .7 14
MOTT	12 12 .6									12 100.0 .8	12 100.0 4.0	
POINT PLACE	25 25 1.2									25 100.0 1.7	6 24.0 2.0	
SANGER	134 134 6.3	55 41.0 9.7			12 9.0 38.7		43 32.1 20.9		12 9.0 10.3	67 50.0 4.6	19 14.2 6.4	
SOUTH	52 52 2.4									52 100.0 3.6	19 36.5 6.4	
TOLEDO HEIGHTS	34 34 1.6	28 82.4 4.9	19 55.9 8.9				9 26.5 4.4			6 17.6 .4	6 17.6 2.0	
WEST TOLEDO	88 88 4.1	9 10.2 1.6					9 10.2 4.4		12 13.6 10.3	67 76.1 4.6	12 13.6 4.0	
TOLEDO (BRANCH UNSPECIFIED)												
LUCAS CO. BOOKMOBILE												
OTHER PUBLIC LIBRARIES OUTSIDE LUCAS CO.	78 78 3.7	19 24.4 3.4	19 24.4 8.9							58 74.4 4.0	12 15.4 4.0	
H.S. AND ELEMENTARY SCHOOL LIBRARIES	213 213 10.0	77 36.2 13.6	19 8.9 8.9	18 8.5 48.6	2 .9 6.5	7 3.3 13.5	26 12.2 12.6	5 2.3 18.5	18 8.5 15.4	118 55.4 8.2	25 11.7 8.4	4 1.9 28.6
U. OF TOLEDO LIBRARY	103 103 4.8	19 18.4 3.4	19 18.4 8.9						18 17.5 15.4	65 63.1 4.5	12 11.7 4.0	
MARY MANSE COLLEGE LIBRARY	21 21 1.0									21 100.0 1.5	6 28.6 2.0	
OTHER ACADEMIC LIBRARIES	26 26 1.2									26 100.0 1.8	6 23.1 2.0	
SPECIAL LIBRARIES	8 8 .4									8 100.0 .6		

Table B-26
(continued)

Q-14: USE OF OTHER LIBRARIES

	GRAND TOTAL	HEATH-ERDOWNS	JERMAIN	KENT	LA GRANGE-CENTRAL	LOCKE	MOTT	POINT PLACE	SANGER	SOUTH	TOLEDO HEIGHTS	WEST TOLEDO
TOTAL	2127 2127 2127	137 6.4 137	15 .7 15	23 1.1 23	50 2.4 50	121 5.7 121	50 2.4 50	89 4.2 89	279 13.1 279	61 2.9 61	72 3.4 72	236 11.1 236
MOTT	12 12 .6											
POINT PLACE	25 25 1.2		6 24.0 40.0		6 24.0 12.0							8 32.0 3.4
SANGER	134 134 6.3			4 3.0 17.4			6 4.5 12.0					39 29.1 16.5
SOUTH	52 52 2.4	17 32.7 12.4									17 32.7 23.6	
TOLEDO HEIGHTS	34 34 1.6											
WEST TOLEDO	88 88 4.1			4 4.5 17.4	6 6.8 12.0	8 9.1 6.6	6 6.8 12.0	15 17.0 16.9	17 19.3 6.1			
TOLEDO (BRANCH UNSPECIFIED)												
LUCAS CO. BOOKMOBILE												
OTHER PUBLIC LIBRARIES OUTSIDE LUCAS CO.	78 78 3.7					24 30.8 19.8			8 10.3 2.9		6 7.7 8.3	8 10.3 3.4
H.S. AND ELEMENTARY SCHOOL LIBRARIES	213 213 10.0		2 .9 13.3		6 2.8 12.0	16 7.5 13.2	6 2.8 12.0	7 3.3 7.9	34 16.0 12.2		11 5.2 15.3	8 3.8 3.4
U. OF TOLEDO LIBRARY	103 103 4.8	9 8.7 6.6			6 5.8 12.0				17 16.5 6.1	6 5.8 9.8		16 15.5 6.8
MARY MANSE COLLEGE LIBRARY	21 21 1.0	9 42.9 6.6								6 28.6 9.8		
OTHER ACADEMIC LIBRARIES	26 26 1.2	9 34.6 6.6		4 15.4 17.4								8 30.8 3.4
SPECIAL LIBRARIES	8 8 .4								8 100.0 2.9			

Table B-27

Q-15: SEX

	TOTAL
TOTAL	9209 9209 9209
MALE	3388 3388 36.8
FEMALE	5821 5821 63.2
NA	209 209 2.3

Table B-28

Q-15 (CONT.): YOUR AGE AT LAST BIRTHDAY

	TOTAL
TOTAL	9316 9316 9316
16 OR LESS	2746 2746 29.5
17 TO 21	2255 2255 24.2
22 TO 34	1510 1510 16.2
35 TO 49	1855 1855 19.9
50 TO 64	643 643 6.9
OVER 64	307 307 3.3
NA	102 102 1.1

Table B-28a

Q-15 (CONT.): YOUR AGE AT LAST BIRTHDAY

	TOTAL	MALE	FEMALE	NA
TOTAL	9163	3363	5799	153
	9163	36.7	63.3	1.7
	9163	3363	5799	153
16 OR LESS	2729	921	1808	17
	2729	33.7	66.3	.6
	29.8	27.4	31.2	11.1
17 TO 21	2227	893	1334	27
	2227	40.1	59.9	1.2
	24.3	26.6	23.0	17.6
22 TO 34	1510	507	1003	
	1510	33.6	66.4	
	16.5	15.1	17.3	
35 TO 49	1806	690	1116	48
	1806	38.2	61.8	2.7
	19.7	20.5	19.2	31.4
50 TO 64	607	221	387	35
	607	36.4	63.8	5.8
	6.6	6.6	6.7	22.9
OVER 64	282	132	151	25
	282	46.8	53.5	8.9
	3.1	3.9	2.6	16.3
NA	46	24	22	56
	46	52.2	47.8	121.7
	.5	.7	.4	36.6

Table B-29

Q-15 (CONT.): LAST SCHOOL ATTENDED

	TOTAL	16 OR LESS	17 TO 21	22 TO 34	35 TO 49	50 TO 64	OVER 64	NA
TOTAL	9200	2724	2255	1504	1834	626	257	45
	9200	29.6	24.5	16.3	19.9	6.8	2.8	.5
	9200	2724	2255	1504	1834	626	257	45
ELEMENTARY	698	640				22	36	6
	698	91.7				3.2	5.2	.9
	7.6	23.5				3.5	14.0	13.3
JUNIOR HIGH	1094	990	68		4	24	9	8
	1094	90.5	6.2		.4	2.2	.8	.7
	11.9	36.3	3.0		.2	3.8	3.5	17.8
HIGH SCHOOL	4211	1095	1488	568	782	228	50	16
	4211	26.0	35.3	13.5	18.6	5.4	1.2	.4
	45.8	40.2	66.0	37.8	42.6	36.4	19.5	35.6
COLLEGE	2655		682	776	844	273	80	15
	2655		25.7	29.2	31.8	10.3	3.0	.6
	28.9		30.2	51.6	46.0	43.6	31.1	33.3
GRADUATE SCHOOL	542		17	160	204	79	83	
	542		3.1	29.5	37.6	14.6	15.3	
	5.9		.8	10.6	11.1	12.6	32.3	
NA	116	22		6	21	17	50	57
	116	19.0		5.2	18.1	14.7	43.1	49.1
	1.3	.8		.4	1.1	2.7	19.5	126.7

Table B-30

Q-15 (CONT.): OCCUPATIONS

	TOTAL
TOTAL	9418
	9418
	9418
PROFESSIONAL	887
	887
	9.4
FARMERS	
MANAGERS	215
	215
	2.3
CLERICAL	423
	423
	4.5
SALES	124
	124
	1.3
CRAFTSMEN	197
	197
	2.1
OPERATIVES	74
	74
	.8
PVT HOUSEHOLD WORKERS	9
	9
	.1
SERVICE WORKERS	66
	66
	.7

Table B-30
(continued)

Q-15 (CONT.): OCCUPATIONS

	TOTAL
TOTAL	9418 9418 9418
FARM LABORERS	8 8 .1
LABORERS	44 44 .5
RETIRED	232 232 2.5
UNEMPLOYED	213 213 2.3
HOUSEWIFE ONLY	1092 1092 11.6
HOUSEWIFE PLUS OCCUPATION	176 176 1.9
STUDENT, 12TH GRADE + BELOW	3511 3511 37.3
STUDENT ABOVE 12TH GRADE	968 968 10.3
STUDENT, UNCLASSIFIED	186 186 2.0
NA	1008

Table B-31

Q-15 (CONT.): TOTAL ANNUAL FAMILY INCOME IN 1967

	TOTAL
TOTAL	7399
	7399
	7399
LESS THAN $3,000	389
	389
	5.3
$3,000 TO 4,999	555
	555
	7.5
$5,000 TO 7,499	1376
	1376
	18.6
$7,500 TO 9,999	1678
	1678
	22.7
$10,000 TO 14,999	2109
	2109
	28.5
$15,000 OR MORE	1293
	1293
	17.5
NA	2019
	2019
	27.3

Table B-32

Q-16: ARE YOU A RESIDENT OF LUCAS COUNTY?

	GRAND TOTAL	TOTAL LUCAS COUNTY	LUCAS COUNTY MAIN	OREGON	OTTOWA HILLS	REY-NOLDS CORNERS	WASH-INGTON	WATER-VILLE	SYL-VANIA	TOTAL TOLEDO	MAIN	BIR-MINGHAM
TOTAL	11510 11510 11510	2913 25.3 2913	761 6.6 761	305 2.6 305	113 1.0 113	497 4.3 497	1010 8.8 1010	227 2.0 227	560 4.9 560	8037 69.8 8037	2365 20.5 2365	170 1.5 170
YES	10653 10653 92.6	2710 25.4 93.0	697 6.5 91.6	275 2.6 90.2	110 1.0 97.3	490 4.6 98.6	925 8.7 91.6	213 2.0 93.8	505 4.7 90.2	7438 69.8 92.5	2018 18.9 85.3	152 1.4 89.4
NO	857 857 7.4	203 23.7 7.0	65 7.6 8.5	31 3.6 10.2	2 .2 1.8	7 .8 1.4	86 10.0 8.5	14 1.6 6.2	55 6.4 9.8	599 69.9 7.5	347 40.5 14.7	18 2.1 10.6
NA	650 650 5.6	89 13.7 3.1	13 2.0 1.7		7 1.1 6.2		69 10.6 6.8		37 5.7 6.6	525 80.8 6.5	161 24.8 6.8	7 1.1 4.1

	GRAND TOTAL	HEATH-ERDOWNS	JERMAIN	KENT	LA GRANGE-CENTRAL	LOCKE	MOTT	POINT PLACE	SANGER	SOUTH	TOLEDO HEIGHTS	WEST TOLEDO
TOTAL	11510 11510 11510	1060 9.2 1060	86 .7 86	180 1.6 180	237 2.1 237	548 4.8 548	265 2.3 265	482 4.2 482	1157 10.1 1157	289 2.5 289	261 2.3 261	938 8.1 938
YES	10653 10653 92.6	1034 9.7 97.5	83 .8 96.5	164 1.5 91.1	231 2.2 97.5	451 4.2 82.3	254 2.4 95.8	460 4.3 95.4	1149 10.8 99.3	282 2.6 97.6	261 2.5 100.0	899 8.4 95.8
NO	857 857 7.4	26 3.0 2.5	4 .5 4.7	15 1.8 8.3	6 .7 2.5	97 11.3 17.7	11 1.3 4.2	22 2.6 4.6	8 .9 .7	6 .7 2.1		39 4.6 4.2
NA	650 650 5.6	68 10.5 6.4	8 1.2 9.3	11 1.7 6.1	39 6.0 16.5	24 3.7 4.4	11 1.7 4.2	22 3.4 4.6	68 10.5 5.9	18 2.8 6.2	17 2.6 6.5	71 10.9 7.6

Table B-33

Q-16A: HOW LONG HAVE YOU LIVED AT YOUR PRESENT ADDRESS?

	GRAND TOTAL	TOTAL LUCAS COUNTY	LUCAS COUNTY MAIN	OREGON	OTTOWA HILLS	REY-NOLDS CORNERS	WASH-INGTON	WATER-VILLE	SYL-VANIA	TOTAL TOLEDO	MAIN	BIR-MINGHAM
TOTAL	10534	2689	697	262	106	490	925	209	489	7356	1987	149
	10534	25.5	6.6	2.5	1.0	4.7	8.8	2.0	4.6	69.8	18.9	1.4
	10534	2689	697	262	106	490	925	209	489	7356	1987	149
LESS THAN A YEAR	938	208	65	12	5	39	51	36	68	662	254	11
	938	22.2	6.9	1.3	.5	4.2	5.4	3.8	7.2	70.6	27.1	1.2
	8.9	7.7	9.3	4.6	4.7	8.0	5.5	17.2	13.9	9.0	12.8	7.4
ONE TO FIVE YEARS	2982	812	252	73	29	124	257	77	178	1992	514	50
	2982	27.2	8.5	2.4	1.0	4.2	8.6	2.6	6.0	66.8	17.2	1.7
	28.3	30.2	36.2	27.9	27.4	25.3	27.8	36.8	36.4	27.1	25.9	33.6
FIVE TO TEN YEARS	2243	620	97	85	31	105	257	45	86	1537	384	46
	2243	27.6	4.3	3.8	1.4	4.7	11.5	2.0	3.8	68.5	17.1	2.1
	21.3	23.1	13.9	32.4	29.2	21.4	27.8	21.5	17.6	20.9	19.3	30.9
TEN TO TWENTY YEARS	3596	902	245	73	36	190	317	41	145	2549	601	25
	3596	25.1	6.8	2.0	1.0	5.3	8.8	1.1	4.0	70.9	16.7	.7
	34.1	33.5	35.2	27.9	34.0	38.8	34.3	19.6	29.7	34.7	30.2	16.8
TWENTY YEARS OR MORE	775	146	39	18	5	33	43	9	12	616	235	18
	775	18.8	5.0	2.3	.6	4.3	5.5	1.2	1.5	79.5	30.3	2.3
	7.4	5.4	5.6	6.9	4.7	6.7	4.6	4.3	2.5	8.4	11.8	12.1
NA	1627	313	77	43	14	7	154	18	108	1206	539	28
	1627	19.2	4.7	2.6	.9	.4	9.5	1.1	6.6	74.1	33.1	1.7
	15.4	11.6	11.0	16.4	13.2	1.4	16.6	8.6	22.1	16.4	27.1	18.8

Table B-33
(continued)

Q-16A: HOW LONG HAVE YOU LIVED AT YOUR PRESENT ADDRESS?

	GRAND TOTAL	HEATH-ERDOWNS	JERMAIN	KENT	LA GRANGE-CENTRAL	LOCKE	MOTT	POINT PLACE	SANGER	SOUTH	TOLEDO HEIGHTS	WEST TOLEDO
TOTAL	10534	1025	81	164	231	451	248	452	1132	282	261	891
	10534	9.7	.8	1.6	2.2	4.3	2.4	4.3	10.7	2.7	2.5	8.5
	10534	1025	81	164	231	451	248	452	1132	282	261	891
LESS THAN A YEAR	938	68	8	19	6	24	22	44	127	18	6	55
	938	7.2	.9	2.0	.6	2.6	2.3	4.7	13.5	1.9	.6	5.9
	8.9	6.6	9.9	11.6	2.6	5.3	8.9	9.7	11.2	6.4	2.3	6.2
ONE TO FIVE YEARS	2982	299	21	50	72	73	94	89	321	104	39	268
	2982	10.0	.7	1.7	2.4	2.4	3.2	3.0	10.8	3.5	1.3	9.0
	28.3	29.2	25.9	30.5	31.2	16.2	37.9	19.7	28.4	36.9	14.9	30.1
FIVE TO TEN YEARS	2243	265	9	38	28	89	61	119	211	43	56	189
	2243	11.8	.4	1.7	1.2	4.0	2.7	5.3	9.4	1.9	2.5	8.4
	21.3	25.9	11.1	23.2	12.1	19.7	24.6	26.3	18.6	15.2	21.5	21.2
TEN TO TWENTY YEARS	3596	367	32	46	110	218	55	178	372	92	139	315
	3596	10.2	.9	1.3	3.1	6.1	1.5	4.9	10.3	2.6	3.9	8.8
	34.1	35.8	39.5	28.0	47.6	48.3	22.2	39.4	32.9	32.6	53.3	35.4
TWENTY YEARS OR MORE	775	26	11	11	17	48	17	22	101	25	22	63
	775	3.4	1.4	1.4	2.2	6.2	2.2	2.8	13.0	3.2	2.8	8.1
	7.4	2.5	13.6	6.7	7.4	10.6	6.9	4.9	8.9	8.9	8.4	7.1
NA	1627	103	13	27	44	121	28	52	93	25	17	118
	1627	6.3	.8	1.7	2.7	7.4	1.7	3.2	5.7	1.5	1.0	7.3
	15.4	10.0	16.0	16.5	19.0	26.8	11.3	11.5	8.2	8.9	6.5	13.2

Table B-34

Q-16A (CONT.): WHERE DID YOU LIVE PRIOR TO MOVING TO YOUR PRESENT ADDRESS?

	GRAND TOTAL	TOTAL LUCAS COUNTY	LUCAS COUNTY MAIN	OREGON	OTTOWA HILLS	REY-NOLDS CORNERS	WASH-INGTON	WATER-VILLE	SYL-VANIA	TOTAL TOLEDO	MAIN	BIR-MINGHAM
TOTAL	9274 9274 9274	2401 25.9 2401	651 7.0 651	238 2.6 238	91 1.0 91	386 4.2 386	831 9.0 831	204 2.2 204	443 4.8 443	6430 69.3 6430	1758 19.0 1758	127 1.4 127
IN LUCAS COUNTY	7355 7355 79.3	1802 24.5 75.1	432 5.9 66.4	195 2.7 81.9	65 .9 71.4	314 4.3 81.3	659 9.0 79.3	136 1.8 66.7	283 3.8 63.9	5270 71.7 82.0	1436 19.5 81.7	113 1.5 89.0
ELSEWHERE	1919 1919 20.7	600 31.3 25.0	219 11.4 33.6	43 2.2 18.1	26 1.4 28.6	72 3.8 18.7	171 8.9 20.6	68 3.5 33.3	160 8.3 36.1	1160 60.4 18.0	322 16.8 18.3	14 .7 11.0
NA	2887 2887 31.1	601 20.8 25.0	123 4.3 18.9	67 2.3 28.2	29 1.0 31.9	111 3.8 28.8	248 8.6 29.8	23 .8 11.3	154 5.3 34.8	2132 73.8 33.2	768 26.6 43.7	50 1.7 39.4

	GRAND TOTAL	HEATH-ERDOWNS	JERMAIN	KENT	LA GRANGE-CENTRAL	LOCKE	MOTT	POINT PLACE	SANGER	SOUTH	TOLEDO HEIGHTS	WEST TOLEDO
TOTAL	9274 9274 9274	966 10.4 966	66 .7 66	141 1.5 141	176 1.9 176	371 4.0 371	210 2.3 210	400 4.3 400	1022 11.0 1022	209 2.3 209	211 2.3 211	773 8.3 773
IN LUCAS COUNTY	7355 7355 79.3	701 9.5 72.6	55 .7 83.3	107 1.5 75.9	149 2.0 84.7	314 4.3 84.6	193 2.6 91.9	378 5.1 94.5	803 10.9 78.6	184 2.5 88.0	183 2.5 86.7	654 8.9 84.6
ELSEWHERE	1919 1919 20.7	265 13.8 27.4	11 .6 16.7	34 1.8 24.1	28 1.5 15.9	56 2.9 15.1	17 .9 8.1	22 1.1 5.5	220 11.5 21.5	25 1.3 12.0	28 1.5 13.3	118 6.1 15.3
NA	2887 2887 31.1	162 5.6 16.8	28 1.0 42.4	50 1.7 35.5	99 3.4 56.3	201 7.0 54.2	66 2.3 31.4	104 3.6 26.0	203 7.0 19.9	98 3.4 46.9	67 2.3 31.8	236 8.2 30.5

Table B-35

Q-16B: IF YOU ARE NOT A RESIDENT OF LUCAS COUNTY, WHERE DO YOU LIVE?

	GRAND TOTAL	TOTAL LUCAS COUNTY	LUCAS COUNTY MAIN	OREGON	OTTOWA HILLS	REY-NOLDS CORNERS	WASH-INGTON	WATER-VILLE	SYL-VANIA	TOTAL TOLEDO	MAIN	BIR-MINGHAM
TOTAL	745	167	52	31	2		69	14	55	523	316	11
	745	22.4	7.0	4.2	.3		9.3	1.9	7.4	70.2	42.4	1.5
	745	167	52	31	2		69	14	55	523	316	11
WOOD COUNTY	293	64	32	18				14		229	142	
	293	21.8	10.9	6.1				4.8		78.2	48.5	
	39.3	38.3	61.5	58.1				100.0		43.8	44.9	
OTTAWA COUNTY	29									29	12	
	29									100.0	41.4	
	3.9									5.5	3.8	
HENRY COUNTY	6	6		6								
	6	100.0		100.0								
	.8	3.6		19.4								
FULTON COUNTY	28	9					9		3	16	12	4
	28	32.1					32.1		10.7	57.1	42.9	14.3
	3.8	5.4					13.0		5.5	3.1	3.8	36.4
MONROE COUNTY, MICHIGAN	224	60					60		43	121	62	
	224	26.8					26.8		19.2	54.0	27.7	
	30.1	35.9					87.0		78.2	23.1	19.6	
LENAWEE COUNTY, MICHIGAN	20								6	14	6	
	20								30.0	70.0	30.0	
	2.7								10.9	2.7	1.9	
ELSEWHERE	145	28	19	6	2				3	114	80	7
	145	19.3	13.1	4.1	1.4				2.1	78.6	55.2	4.8
	19.5	16.8	36.5	19.4	100.0				5.5	21.8	25.3	63.6
NA	11416	2835	722	275	118	497	1010	213	542	8039	2210	166
	11416	24.8	6.3	2.4	1.0	4.4	8.8	1.9	4.7	70.4	19.4	1.5
	11416	2835	722	887.1	118	497	1010	213	985.5	8039	699.4	166

Table B-35
(continued)

Q-16B: IF YOU ARE NOT A RESIDENT OF LUCAS COUNTY, WHERE DO YOU LIVE?

	GRAND TOTAL	HEATH-ERDOWNS	JERMAIN	KENT	LA GRANGE-CENTRAL	LOCKE	MOTT	POINT PLACE	SANGER	SOUTH	TOLEDO HEIGHTS	WEST TOLEDO
TOTAL	745 745 745	17 2.3 17	2 .3 2	11 1.5 11	6 .8 6	89 11.9 89	11 1.5 11	15 2.0 15	8 1.1 8	6 .8 6		32 4.3 32
WOOD COUNTY	293 293 39.3					81 27.6 91.0				6 2.0 100.0		
OTTAWA COUNTY	29 29 3.9	9 31.0 52.9				8 27.6 9.0						
HENRY COUNTY	6 6 .8											
FULTON COUNTY	28 28 3.8											
MONROE COUNTY, MICHIGAN	224 224 30.1	9 4.0 52.9		4 1.8 36.4				15 6.7 100.0	8 3.6 100.0			24 10.7 75.0
LENAWEE COUNTY, MICHIGAN	20 20 2.7		2 10.0 100.0		6 30.0 100.0							
ELSEWHERE	145 145 19.5			8 5.5 72.7			11 7.6 100.0					8 5.5 25.0
NA	11416 11416 11416	1111 9.7 1111	92 .8 92	180 1.6 180	270 2.4 270	483 4.2 542.7	265 2.3 265	489 4.3 489	1217 10.7 1217	301 2.6 301	278 2.4 278	977 8.6 977

Table B-36

Q-17: HAVE YOU FILLED OUT THIS QUESTIONNAIRE BEFORE?

	GRAND TOTAL	TOTAL LUCAS COUNTY	LUCAS COUNTY MAIN	OREGON	OTTOWA HILLS	REY-NOLDS CORNERS	WASH-INGTON	WATER-VILLE	SYL-VANIA	TOTAL TOLEDO	MAIN	BIR-MINGHAM
TOTAL	11086	2797	729	287	103	484	976	218	548	7742	2272	166
	11086	25.2	6.6	2.6	.9	4.4	8.8	2.0	4.9	69.8	20.5	1.5
	11086	2797	729	287	103	484	976	218	548	7742	2272	166
YES, AT THIS LIBRARY	612	168	19	31	12	46	51	9	46	398	136	25
	612	27.5	3.1	5.1	2.0	7.5	8.3	1.5	7.5	65.0	22.2	4.1
	5.5	6.0	2.6	10.8	11.7	9.5	5.2	4.1	8.4	5.1	6.0	15.1
YES, BUT AT ANOTHER LIBRARY IN LUCAS COUNTY	266	65	19	6	2	7	26	5	12	190	68	4
	266	24.4	7.1	2.3	.8	2.6	9.8	1.9	4.5	71.4	25.6	1.5
	2.4	2.3	2.6	2.1	1.9	1.4	2.7	2.3	2.2	2.5	3.0	2.4
NO	10208	2564	690	250	89	432	899	204	489	7154	2068	138
	10208	25.1	6.8	2.4	.9	4.2	8.8	2.0	4.8	70.1	20.3	1.4
	92.1	91.7	94.7	87.1	86.4	89.3	92.1	93.6	89.2	92.4	91.0	83.1
NA	1074	205	45	18	17	13	103	9	49	820	254	11
	1074	19.1	4.2	1.7	1.6	1.2	9.6	.8	4.6	76.4	23.6	1.0
	9.7	7.3	6.2	6.3	16.5	2.7	10.6	4.1	8.9	10.6	11.2	6.6

Table B-36
(continued)

Q-17: HAVE YOU FILLED OUT THIS QUESTIONNAIRE BEFORE?

	GRAND TOTAL	HEATH-ERDOWNS	JERMAIN	KENT	LA GRANGE-CENTRAL	LOCKE	MOTT	POINT PLACE	SANGER	SOUTH	TOLEDO HEIGHTS	WEST TOLEDO
TOTAL	11086	1000	79	172	231	548	259	474	1115	276	250	899
	11086	9.0	.7	1.6	2.1	4.9	2.3	4.3	10.1	2.5	2.3	8.1
	11086	1000	79	172	231	548	259	474	1115	276	250	899
YES, AT THIS LIBRARY	612	94	11		6		11	22	25	31	6	32
	612	15.4	1.8		1.0		1.8	3.6	4.1	5.1	1.0	5.2
	5.5	9.4	13.9		2.6		4.2	4.6	2.2	11.2	2.4	3.6
YES, BUT AT ANOTHER LIBRARY IN LUCAS COUNTY	266	51	2	4	11				17	6	11	16
	266	19.2	.8	1.5	4.1				6.4	2.3	4.1	6.0
	2.4	5.1	2.5	2.3	4.8				1.5	2.2	4.4	1.8
NO	10208	855	66	168	215	548	248	452	1073	239	234	851
	10208	8.4	.6	1.6	2.1	5.4	2.4	4.4	10.5	2.3	2.3	8.3
	92.1	85.5	83.5	97.7	93.1	100.0	95.8	95.4	96.2	86.6	93.6	94.7
NA	1074	128	15	19	44	24	17	30	110	31	28	110
	1074	11.9	1.4	1.8	4.1	2.2	1.6	2.8	10.2	2.9	2.6	10.2
	9.7	12.8	19.0	11.0	19.0	4.4	6.6	6.3	9.9	11.2	11.2	12.2

Appendix C

QUESTIONNAIRE FOR SOCIAL AND COMMUNITY AGENCIES

NELSON ASSOCIATES, INCORPORATED • 845 THIRD AVENUE, NEW YORK, N.Y. 10022 • 212 HA 1-3110

July 12, 1968

Dear Respondent:

The three public libraries in Lucas County--Toledo Public Library, Lucas County Public Library and Sylvania Public Library--have jointly engaged Nelson Associates to conduct a survey aimed at the preparation of a comprehensive long-range plan for public library services.

As part of our effort to learn about both present and potential users of these libraries, we have prepared the attached questionnaire to be filled out by social and community agencies in the region. Since the data that will be gathered will help to determine future services that should be offered by the libraries, your assistance in completing this questionnaire will be much appreciated by the Liaison Committee of the Toledo, Lucas County and Sylvania Public Libraries as well as by Nelson Associates. Let us assure you that none of the data collected will be used to identify any particular agency.

Please return the questionnaire by July 26, 1968 to Nelson Associates, 845 Third Avenue, New York, New York 10022. A postage paid envelope is enclosed for its return. Thank you for your cooperation on this important study for Lucas County.

Sincerely yours,

Eugene Vorhies Jr.

Eugene Vorhies, Jr.
Vice President

EV:pf

MANAGEMENT CONSULTANTS • CABLE ADDRESS: NELSONCONS • BRANCH OFFICE: WASHINGTON, D. C.

QUESTIONNAIRE FOR SOCIAL AND COMMUNITY AGENCIES

1. What are the principal services your agency provides?

2. About how many different Lucas County residents did you serve during 1967?

3. Approximately what percentage of those reported in question #2 were were within the d
ferent categories of the following population characteristics:

a. Sex
Male____________________%
Female__________________
100 %

b. Race
White___________________%
Non-white_______________
100 %

c. Age
0 - 4___________________%
5 - 14__________________
15 - 24_________________
25 - 34_________________
35 - 44_________________
45 - 54_________________
55 - 64_________________
65+ ____________________
100 %

d. For adults over 25, last school attended
Elementary______________%
Junior High_____________
High School_____________
College_________________
Graduate________________
100 %

e. Income level of family

Less than $3,000________________%
$ 3,000 to $ 4,999________________
$ 5,000 to $ 6,999________________
$ 7,000 to $ 9,999________________
$10,000 to $14,999________________
$15,000 or more________________
100 %

4. What was the place of residence of these people?

☐ County-wide
☐ Less than county-wide

a. If less than county-wide, which particular municipality(s) were they from?

5. Will the program of your agency remain essentially the same over the next 5 to 10 years?

☐ Yes
☐ No

a. If no, how will it differ?

6. What changes do you foresee over the next 5 to 10 years in the number of Lucas County residents that you will serve?

☐ The number of residents served will grow in relation to population increases

☐ The number of residents served will increase beyond population growth rates

☐ The number of residents served will increase but at a rate less than the population increase.

☐ The number of residents served will decrease

☐ Other *(please specify)*

Please turn questionnaire over for page 4...

7. Do you think the type of people served by your agency will change from the prese
type as outlined in question #3 above?

☐ Yes

☐ No

a. If yes, how will they differ?

8. Which library in Lucas County do you use most frequently?

☐ Toledo Public Library and/or its branches

☐ Lucas County Public Library and/or its branches

☐ Sylvania Public Library

9. What services do you receive from the libraries in the county?

10. Are there additional services you would like the libraries to provide?

11. Do you customarily refer your clients to a library?

☐ Yes

☐ No

Appendix D

SCHOOL QUESTIONNAIRE

NELSON ASSOCIATES, INCORPORATED • 845 THIRD AVENUE, NEW YORK, N.Y. 10022 • 212 HA 1-3110

QUESTIONNAIRE

1. Name of responding school ______________________________

2. Address ______________________________

3. Which of the following best describes your school? (check one)

   Elementary ______
   Junior High School ______
   Senior High School ______
   Other (please specify) ______
   ____

4. How many teachers does your school employ? ________

5. How many students are enrolled in your school? ________

6. Do you have a central library in your school? Yes ______ No ______

   a. If Yes, how long have you had a central library? ____________

   b. If No, disregard the remainder of this questionnaire.

7. Is your library open to the public? (check one)

   Yes ______ No ______ Limited access ______

   a. If Yes is checked, is your library restricted to people from a certain city(s) and/or township(s)?

   Yes ______ No ______

   If Yes, which one(s)? ______________________________

   b. If limited access is checked, please explain ______________________________

   ____

8. Please list the hours you are open each day of the week.

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday

9. a. Number of volumes in library (January 1968) ________

b. Number of volumes added in 1967 ________

10. Number of periodical titles received (January 1968) ________

11. What is the total floor space (in square feet) of your library? ________

12. What is the total number of reader stations in your library? ________

13. What is the size of your library staff?

	Number of Full-Time	Number of Part-Time
Professional librarians	________	________
Teacher Librarians	________	________
Others (include clerks but exclude maintenance or cleaning staff)	________	________

14. Which of the following services does your library offer? (check as many as apply)

Quick Reference ______

In-depth Reference ______

Record Collection ______

Film Collection ______

Library Instruction ______

Reserve Book Service ______

Book Reviews ______

Story Hours ______

Vocational Materials for Planning Careers ______

College Catalogs ______

Releases on New Acquisitions and Services ______

Coordination with Curriculum and Course Planning ______

Other (please specify) ______

______________________ ______

______________________ ______

______________________ ______

______________________ ______

- Thank You -

Nelson Associates, Inc.
845 Third Avenue
New York, New York 10022

Appendix E

INSTITUTIONAL QUESTIONNAIRE

NELSON ASSOCIATES, INCORPORATED • 845 THIRD AVENUE, NEW YORK, N.Y. 10022 • 212 HA 1-3110

QUESTIONNAIRE

1. Name of responding institution ______________________________

2. Address ______________________________

3. Which of the following best describes your library? (check one)

Academic
  Junior college ______
  Four-year college ______
  University ______
  Nursing school ______

Special
  Business or industrial ______
  Historical ______
  Medical ______
  Other special ______

Other (please specify) ______________

____

4. Is your library open to the public? (check one)

Yes ______ No ______ Limited access ______

a. If yes is checked, is your library restricted to people from a certain city(s) and/or township(s)?

Yes ______ No ______

If yes, which one(s)?

____

b. If limited access is checked, please explain ______________________________

____

5. How many currently registered borrowers do you have?

a. If academic library, how many faculty? ______________________________

Students? ______________ Other? ______________

b. If a special library, please indicate total number ______________

6. Please list the hours you are open each day of the week:

Monday Tuesday Wednesday Thursday Friday Saturday Sunday

7. What is the size of your collection (January 1968)?

Total volumes
Bound periodicals
Current periodical subscriptions
Monographs
Pamphlets
Technical reports
Government documents
Newspapers
Microforms
Records
Other (please specify)

8. Number of volumes added in 1967

9. Number of periodicals titles received (January 1968)

10. List any special collections in your library and give as accurate an estimate of their size as possible:

Collection	Size

11. Which of the following services does your library offer to its patrons? (check as many as apply)

Quick reference
In-depth reference
Telephone reference
Free circulating collection
Rental collection
Children's collection
Young adult collection
Record collection
Bookmobile
Interlibrary loan
Children's programs (e.g., story hours)

11. (continued)

Adult programs (e.g., discussion groups)	______
Other (please specify)	______

____

____

____

12. How many reference questions did your library answer in the last full year for which you have records?
______________ Year__________

13. How many interlibrary loan requests did you fill for other libraries in 1967?
____

a. Please estimate how many of these requests were filled for the

Toledo Public Library	______
Lucas County Public Library	______
Sylvania Public Library	______

14. How many of your interlibrary loan requests were filled in 1967 by the

Toledo Public Library	______
Lucas County Public Library	______
Sylvania Public Library	______

15. Which of the following items of equipment does your library have? (check as many as apply)

Microfilm reader	______
Microfilm printer	______
Photocopying machine	______
Record listening stations	______

16. What is the total floor space (in square feet) of your library?__________

17. What is the total number of reader stations in your library?__________

18. What is the number of persons employed by your library?

	Full-time	Part-time
Professional	______	______
Non-professional (exclude maintenance employees)	______	______

... Thank you ...

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